

**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, 2<sup>nd</sup> Floor Conference Room, San Diego CA 92123  
Phone (619) 338-2932**

**Public Video Viewing/Comment Option:**  
<https://sdcounty-ca-gov.zoom.us/j/82598442305>

**August 14, 2024  
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 July 10, 2024 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 – 10:00      4. **Discussion Item:** SSAB Member Sharing, Comments, and Topics of Interest: All Social Services Advisory Board Members
- 10:00 – 11:00      5. **Presentation Item:** Medi-Cal Call Center Wait Times, Statewide Survey: Kristen Golden Testa, Health Policy Director, The Children’s Partnership
- 11:00 – 11:30      6. **Information Item:** Update on Public Assistance Programs, Waivers, Enrollment, Service Delivery, Data: Assmaa Elayyat, Deputy Director, Self-Sufficiency Services, Health and Human Services Agency (HHSA)

**ADJOURNMENT/ NEXT MEETING**

Next regular meeting will be held on September 11, 2024 at 5055 Ruffin Road, 2<sup>nd</sup> 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](https://www.sandiegocounty.gov/content/sdc/hhsa/programs/ssp/social_services_advisory_board.html)

**COUNTY OF SAN DIEGO  
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SOCIAL SERVICES ADVISORY BOARD (SSAB)**

**Held In Person  
North Central Live Well Center  
5055 Ruffin Road, 2nd Floor Conference Room, San Diego CA 92123  
Phone (619) 338-2932 \* \* Fax (619) 338-2972**

**Public Video Viewing/Comment Option:**  
<https://sdcounty-ca-gov.zoom.us/j/83305025075>

**SSAB Meeting Minutes  
July 10, 2024**

**Members Present**

Vino Pajanor  
Robin Maxson  
Andrea Gonzalez  
Phil Thalheimer  
Rachel Morineau  
Carol Lewis  
Daniela Murphy

**Members Absent**

Jan Spencley  
Greg Anglea

**Staff Present**

Rick Wanne, Director, Self-Sufficiency Services  
Alberto Banuelos, HHSA  
Assmaa Elayyat, HHSA  
Allison Boyer, HHSA  
Jeannie Hufford, HHSA  
Albert Garcia, HHSA  
Yenissa Salgado, HHSA  
Janelle Jones-Phillips, HHSA  
Eric Rubio, HHSA  
Claudia Gurrola, HHSA  
Michael Schmidt, HHSA  
Ismael Lopez, HHSA  
Bianca Sosa-Graciano, HHSA  
Marcus Giffin, HHSA  
David Sagaz, HHSA  
Patty Baker, HHSA  
Ricardo Hernandez, HHSA  
Nina Olivas, HHSA

**Guests**

Daniel Benson, 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  
Mauricio Medina, San Diego Hunger Coalition  
Amelia Broadnax, GLM House  
Dawn Schultheis-Musselman, HHSA Staff  
Alexondria Harris, HHSA Staff  
Samantha Brown, HHSA Staff  
Kim Smith, HHSA Staff

1. Meeting called to order at 9:30 by Chair, Vino Pajanor.
2. The June 12, 2024 Meeting Minutes were approved, with all Board Members present voting yes.
3. Public Comments:
  - No public comment

4. **Presentation Item:** State Budgets Impact Update: Jeannie Hufford, Deputy Director, Self-Sufficiency Services, Health and Human Services Agency (HHSA). Ms. Hufford provided an update of the State Budget following the May Revise, at the amount of \$297.9B, including solutions to address the budget shortfall with the use of reserves, program reductions and new revenues. From the May Revise, Medi-Cal and CalFresh program had no changes, and CalWORKS programs were either restored at reduced amount, redistribution of statewide unspent funding or restored from FY 23/24 amount.

A public comment was made by Mauricio Medina from the San Diego Hunger Coalition, expressing that the San Diego Hunger Coalition is viewing the most recent State Budget as kind of a victory with some bitter news added in, with seeing good things such as fully funding school meals, fully funding the administration of summer EBT, staving off devastating cuts to the CalFresh fruit and vegetables pilot program, which he encourages the Board to request to get a presentation on. He also had a question for staff regarding the CalFresh administration's \$5.1M estimated reduction.

5. **Presentation Item:** Access Call Center Update: Yenissa Salgado, Chief, Self-Sufficiency Services, Health and Human Services Agency (HHSA). Ms. Salgado provided an update on the status of BenefitsCal features that the Access Call Center is assisting with, including Callback SMS, BenefitsCal Live Chat, and BenefitsCal Call Me. She also provided monthly stats for each, as well as FY 2023-2024 stats for the customer service line, Community Based Organization (CBO) line and total e-mails received.
6. **Information Item:** Review Legislative Advocacy Bills that Support SSAB Strategic Priorities: Assmaa Elayyat, Deputy Director, Self-Sufficiency Services, Health and Human Services Agency (HHSA). Ms. Elayyat shared an updated draft letter of support to the Board of Supervisor regarding SB 2241, which the Members present at the previous meeting voted yes to move forward with advocating, following edits.
7. **Information Item:** Update on Medi-Cal Renewals, PHE Lift for Public Assistance Programs, Waivers, Enrollment, Service Delivery, Data: Assmaa Elayyat, Deputy Director, Self-Sufficiency Services, Health and Human Services Agency (HHSA). Ms. Elayyat provided an update on CalFresh program flexibilities and waivers granted by the Food and Nutrition Services (GNC) and provided updates on the new self-service EBT phone application, ebtEDGE, as well as Self-Sufficiency's awareness efforts for EBT skimming and scamming. She also provided updates on the Medi-Cal PHE unwinding waivers and BenefitsCal features.

**ADJOURNMENT/SET NEXT MEETING:**

The meeting was adjourned at 11:19 a.m. Next regular meeting will be held on September 11, 2024.

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

*All Social Services Advisory Board Members*



# ITEM #5: MEDI-CAL CALL CENTER WAIT TIMES, STATEWIDE SURVEY

*Kristen Golden Testa, Health Policy Director*

*The Children's Partnership*





# Medi-Cal Call Wait Time: Survey Findings

Presented by: Kristen Golden Testa

[childrenspartnership.org](https://childrenspartnership.org)

 @kidspartnership





## Who We Are

The Children's Partnership is a California advocacy organization advancing child health equity through research, policy and community engagement.



# Overview

- 1. Study Background**
- 2. Methodology**
- 3. Phase 1: Audit Details & Findings**
- 4. Phase 2: Medi-Cal Call Survey Findings**
- 5. County Enrollment Levels**
- 6. Top 10 High Enrollment Counties**



# Project Background

## TCP objective: Make the Medi-Cal program **WORK** for families

- Long call wait times for renewals reported in TCP's enrollee focus groups and CBO feedback loop
- DHCS disenrollment surveys also found difficulty accessing Medi-Cal renewal
- DHCS does not monitor or report Medi-Cal call wait times
- TCP commissioned WestGroup Research to survey county Medi-Cal call lines to understand enrollees' experience

# Methodology



## Phase 1 Audits:

- \* **Called Medi-Cal call lines in 58 counties**
- \* **Identified call hours and phone #**
- \* **Navigated automated response systems**
- \* **Reviewed automated systems in English and 12 additional languages**



## Phase 2 Data Collection:

- \* **Called 44 counties with automated call systems**
- \* **Surveyed calls in 9 languages (English, Spanish, Cantonese, Mandarin, Vietnamese, Tagalog, Hmong, Russian, and Cambodian)**
- \* **More calls made in top 10 enrollment counties**

# Methodology



# Phase 1: Audit Details

# Summary of Findings

## Findings highlight the need for additional staffing support and call system quality control and protocols to improve Medi-Cal call experience

- **Disconnecting calls due to “high volume” without another option.** 14 counties (out of 44) experienced exceptionally high call volumes. Calls were disconnected. Enrollees in these counties often have no option for telephone support when call volumes peak.
- **Varying county protocols to manage high call volume.** Counties have varying thresholds before the high call volume message is activated, impacting average hold times.
- **Insufficient call navigation for non-English languages.** Menu options do not lead to clear instructions in language, likely resulting in enrollees abandoning their efforts and hang up. Unclear whether selecting a language triggers the call system to instigate interpretation services or if the county worker answering the call has to discern and identify the appropriate interpretation.

# About Call Systems for Medi-Cal Renewals

- 75% of counties have **automated telephone systems**
- No counties with automated phone system provide a **menu option specifically to renew Medi-Cal**
- 70% of these answering services **requested personal information**
- Over half of Medi-Cal call lines are **open Monday to Friday from 8am to 5pm**
- None offered **Saturday call assistance**



# Phase 1 Findings (continued)

## Language Challenges:

- After selecting a preferred language, a **very long message in English** plays prior to message in desired language
- Live **English speaker answers** and attempts to discern the caller's language support needs in English
- **Recorded voice prompts** or messages played in English
- **Language codes are reversed** (in one county)
- The **language selected results in a dead end** (in one county)

# Phase 2: Medi-Cal Call Wait Time Survey



# Summary of Findings

- **Average hold times hover about one hour (55 min).** While 16% of calls were answered in less than one minute, a significant portion (44%) yielded a hold time of one hour or longer. These long hold times affect enrollees' access to needed support.
- **Some large-enrollment counties averaged call wait times of about 90 minutes or more,** including Fresno (123 min), Kern (110 min), and Sacramento (89 min).
- **Counties with low enrollment tend to have lower average hold times.** Average hold times in counties with less than 100,000 enrollees were about 17 minutes. 43% calls had a hold time of less than one minute in these low enrollment counties
- **Three of the top 10 high enrollment counties had hold times averaging under 15 minutes.** While a majority of large counties have high average hold times, San Diego (<1 min), Santa Clara (8 min), and Riverside (13 min) have impressively low average hold times. These call results provide evidence that good call experience is feasible even in areas with large enrollee populations.

# Counties by Enrollment

## County Enrollment Levels

- Counties were grouped into three size categories -
  - Less than 100,000 residents enrolled,
  - 100,000 to 400,000 enrolled, and
  - Over 400,000 enrolled, which are shown in the Top 10 table.

Top 10 Counties by Enrollment

County	Enrollment - March 2024	Population - 2022 ACS 5-yr Estimates
Los Angeles	4,141,859	9,936,690
San Diego	1,060,453	3,289,701
Orange	1,020,517	3,175,227
Riverside	1,015,744	2,429,487
San Bernardino	986,496	2,180,563
Sacramento	636,723	1,579,211
Fresno	539,477	1,008,280
Alameda	491,071	1,663,823
Kern	489,993	906,883
Santa Clara	470,243	1,916,831

Enrollment Levels

County Enrollment	Enrollment (March 2024)	Percentage of Total Enrollment	Completes	Percentage of Completes
Over 400,000 enrolled (10 counties)	10,852,576	75%	362	49%
100,000 - 400,000 enrolled (12 counties)	2,723,312	19%	170	23%
Under 100,000 enrolled (22 counties)	956,216	7%	211	28%

## County Enrollment Levels - Call Results

- About two thirds of calls were put on hold. This occurs more frequently in counties with a higher numbers of enrollees needing support.
- Twenty percent of calls, overall, get a message about high call volume and then the caller is disconnected. This issue almost never happened in counties with low enrollment (1.9%).
- These results are weighted by enrollment group size to provide total results.

Call Results	Total	Under 100,000 enrolled	100,000 - 400,000 enrolled	Over 400,000 enrolled
<i>Unweighted n</i>	<b>742</b>	<b>211</b>	<b>168</b>	<b>363</b>
Put on hold	67.6%	54.5%	61.3%	70.2%
Call ended due to high call volume	20.5%	1.9%	26.2%	20.7%
Answered immediately without holding	7.4%	25.6%	11.9%	4.7%
Sent to voicemail	2.8%	13.7%	0.0%	2.5%
Other	1.8%	4.3%	0.6%	1.9%

# Medi-Cal Call Wait Times

## County Enrollment Levels - Hold Times

- Overall, average hold times hover just under one hour at almost 55 minutes.
- There are two extremes, very short waits which includes calls answered immediately after the selection was made, and extremely long wait times on hold where calls are not answered for an hour or more. 44% of calls yielded a hold time of one hour or longer.

Hold Times	Total	Under 100,000 enrolled	100,000 - 400,000 enrolled	Over 400,000 enrolled
<i>Unweighted n</i>	<b>679</b>	<b>172</b>	<b>161</b>	<b>346</b>
Less than 1 minute	16.3%	43.0%	23.6%	12.4%
1 to 4 minutes	8.4%	8.7%	5.0%	9.2%
5 to 9 minutes	6.7%	6.4%	5.6%	6.9%
10 to 19 minutes	4.5%	17.4%	3.7%	3.8%
20 to 29 minutes	3.6%	5.8%	3.7%	3.5%
30 to 39 minutes	6.1%	5.8%	7.5%	5.8%
40 to 49 minutes	4.8%	2.9%	3.7%	5.2%
50 to 59 minutes	5.6%	1.2%	5.0%	6.1%
60 to 69 minutes	10.9%	2.3%	7.5%	12.4%
70 to 79 minutes	5.4%	1.2%	3.7%	6.1%
80 to 89 minutes	10.6%	1.2%	10.6%	11.3%
90 minutes to 2 hours	3.9%	1.2%	7.5%	3.2%
More than 2 hours	13.3%	2.9%	13.0%	14.2%
Mean*	54.69	16.93	53.62	57.79

\*Mean hold times include zero minutes for calls answered immediately and the longest recorded hold time for each county for calls that were disconnected due to high call volumes.

# Top 10 County Medi-Cal Call Results

## Top 10 High Enrollment Counties - Call Results

- Six of the 10 counties with the highest enrollment, hung up on callers with the high-volume message.
- Only three counties evaluated have calls that were answered without a hold wait, San Diego (33.3%), Riverside (16.1%), and Santa Clara (5.6%).

Call Results	Alameda	Fresno	Kern	Los Angeles	Orange	Riverside	Sacramento	San Bernardino	San Diego	Santa Clara
<i>Unweighted n</i>	45	34	33	38	36	31	43	37	30	36
Put on hold	55.6%	64.7%	33.3%	100.0%	100.0%	71.0%	72.1%	48.6%	66.7%	86.1%
Call ended due to high call volume	44.4%	29.4%	39.4%	0.0%	0.0%	0.0%	25.6%	48.6%	0.0%	8.3%
Answered immediately without holding	0.0%	0.0%	0.0%	0.0%	0.0%	16.1%	0.0%	0.0%	33.3%	5.6%
Sent to voicemail	0.0%	0.0%	21.2%	0.0%	0.0%	6.5%	0.0%	0.0%	0.0%	0.0%
Other	0.0%	5.9%	6.1%	0.0%	0.0%	6.5%	2.3%	2.7%	0.0%	0.0%

## Top 10 High Enrollment Counties - Hold Times

- The counties with the highest enrollment include hold times at both end of extremes.
  - Three counties with average hold times less than 15 minutes
  - Five counties with over an hour average hold time.

Hold Times	Alameda	Fresno	Kern	Los Angeles	Orange	Riverside	Sacramento	San Bernardino	San Diego	Santa Clara
<i>Unweighted n</i>	45	32	23	38	36	27	43	36	30	36
Less than 1 minute	2.2%	0.0%	0.0%	2.6%	2.8%	22.2%	4.7%	0.0%	76.7%	25.0%
1 to 4 minutes	4.4%	0.0%	0.0%	0.0%	8.3%	18.5%	18.6%	0.0%	13.3%	27.8%
5 to 9 minutes	0.0%	0.0%	0.0%	0.0%	5.6%	33.3%	7.0%	0.0%	10.0%	19.4%
10 to 19 minutes	2.2%	0.0%	4.3%	0.0%	8.3%	7.4%	4.7%	0.0%	0.0%	11.1%
20 to 29 minutes	2.2%	0.0%	0.0%	2.6%	11.1%	7.4%	2.3%	2.8%	0.0%	5.6%
30 to 39 minutes	15.6%	0.0%	0.0%	5.3%	16.7%	0.0%	0.0%	2.8%	0.0%	11.1%
40 to 49 minutes	15.6%	3.1%	0.0%	2.6%	5.6%	3.7%	0.0%	16.7%	0.0%	0.0%
50 to 59 minutes	2.2%	3.1%	4.3%	28.9%	0.0%	0.0%	0.0%	19.4%	0.0%	0.0%
60 to 69 minutes	2.2%	18.8%	0.0%	31.6%	2.8%	3.7%	2.3%	58.3%	0.0%	0.0%
70 to 79 minutes	2.2%	3.1%	17.4%	21.1%	16.7%	0.0%	2.3%	0.0%	0.0%	0.0%
80 to 89 minutes	51.1%	9.4%	4.3%	5.3%	16.7%	3.7%	7.0%	0.0%	0.0%	0.0%
90 minutes to 2 hours	0.0%	12.5%	8.7%	0.0%	2.8%	0.0%	9.3%	0.0%	0.0%	0.0%
More than 2 hours	0.0%	50.0%	60.9%	0.0%	2.8%	0.0%	41.9%	0.0%	0.0%	0.0%
Mean*	63.29	123.41	110.04	60.92	47.89	13.27	88.76	59.12	0.95	8.27

\*Mean hold times include zero minutes for calls answered immediately and the longest recorded hold time for each county for calls that were disconnected due to high call volumes.

# Top 10 High Enrollment Counties - San Diego County

- San Diego County is the second largest county in California with a total population from the 2022 5-year ACS estimates of 3,289,701. San Diego County also has the second largest number of residents enrolled in Medi-Cal, 1,060,453.
- The San Diego County call center is open Monday through Friday from 7am to 5pm. The WGR Team called San Diego County in English (15 calls) and Spanish (15 calls).
- The hold times were short in San Diego County, at an average hold time of just under 1 minute. Two thirds of calls were put on hold for a very short amount of time and the remaining one-third were answered without any wait. For the average hold time calculation, calls answered immediately are given a zero-minute hold length.

## Call Results

	San Diego
<i>Unweighted n</i>	30
Put on hold	66.7%
Call ended due to high call volume	0.0%
Answered immediately without holding	33.3%
Sent to voicemail	0.0%
Other	0.0%

## Hold Times

	San Diego
<i>Unweighted n</i>	30
Less than 1 minute	76.7%
1 to 4 minutes	13.3%
5 to 9 minutes	10.0%
10 to 19 minutes	0.0%
20 to 29 minutes	0.0%
30 to 39 minutes	0.0%
40 to 49 minutes	0.0%
50 to 59 minutes	0.0%
60 to 69 minutes	0.0%
70 to 79 minutes	0.0%
80 to 89 minutes	0.0%
90 minutes to 2 hours	0.0%
More than 2 hours	0.0%
Mean*	0.95

# **The work ahead:** **Policy Recommendations**



# Policy Recommendations

- 1. Fully fund call line support**
- 2. Implement quality standards for Medi-Cal phone line navigation, hold times and interpretation services**
- 3. Collect, monitor and report county call center metrics**
- 4. Provide and promote counties with examples of best practices**

# THANK YOU!



## Contact Us

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**Kristen Golden Testa**

The Children's Partnership

[ktesta@childrenspartnership.org](mailto:ktesta@childrenspartnership.org)

# ITEM #6: UPDATE ON PUBLIC ASSISTANCE PROGRAMS, WAIVERS, ENROLLMENT, SERVICE DELIVERY, DATA

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



# CalFresh Overview

## Program Flexibilities & Waivers

- Update on the following waivers granted by the Food and Nutrition Services (FNS):
  - Initial application and recertification interviews **expired on April 1, 2024**
  - Quality control face to face interviews September 30<sup>th</sup>, 2024
  - Able Bodied Adults Without Dependents – CA waiver extended through October 31, 2024
    - This is a two-year waiver based on 36 months of unemployment data from the Bureau of Labor Statistics from the period of August 2019 – July 2022
  - Reinstatement waiver extended from July 1, 2022 through June 30, 2027



# CalFresh Overview

## Additional Updates

- New EBT phone application, ebtEDGE, launched on November 10<sup>th</sup>
- The app helps facilitate self-service and includes security features:
  - Biometric access
  - Freeze & unfreeze card
  - Block transactions
  - Card replacement
  - Change pin



# EBT Skimming and Scamming

## Awareness Efforts

- Self-Sufficiency Services (SSS) has been working with the County Media Center on messaging to help protect customers from EBT theft
- Google Ads with the following information/reminders have been implemented
  - Avoid EBT scams
  - Protect your EBT card
  - Report EBT fraud
  - Protect your EBT benefits
  - Prevent EBT fraud



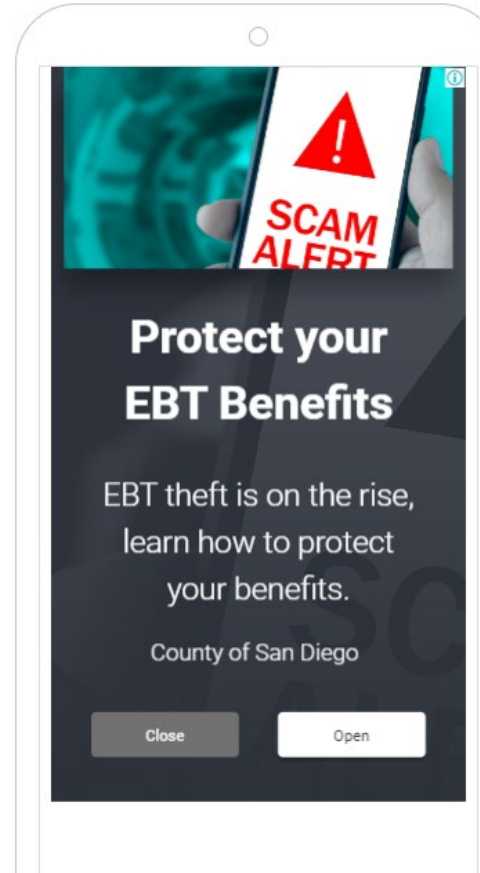
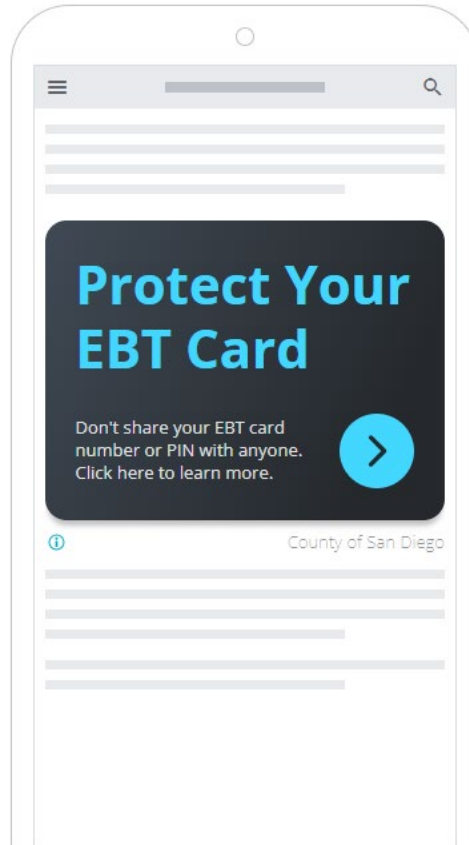
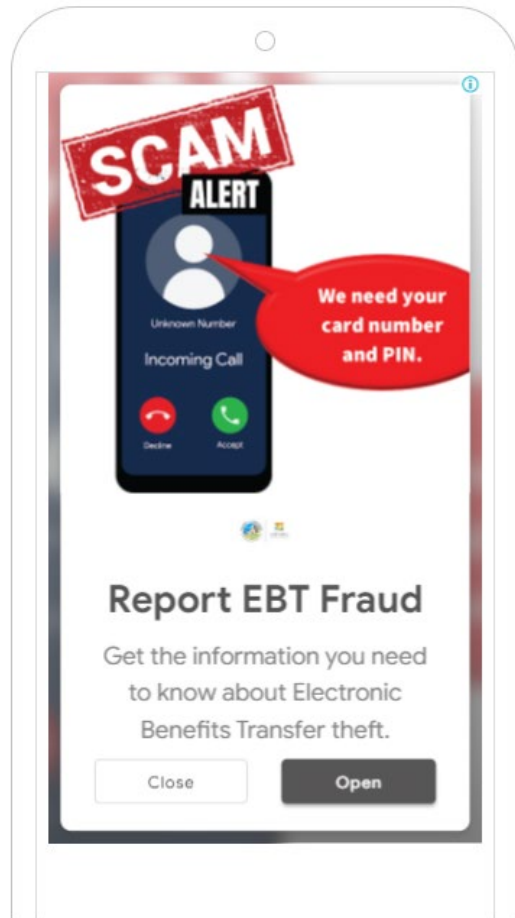
# EBT Skimming and Scamming

## Google Ad Descriptions

- Get the information you need to know about EBT theft
- You must report the theft within 90 days
- San Diego County will never ask for your PIN or EBT card number
- EBT theft is on the rise, learn how to protect your benefits
- Don't share your EBT card number or PIN with anyone



# Sample Ads





# Medi-Cal Overview

## PHE Unwinding Waivers

- Stable income waiver – eliminates the need to verify stable income sources during renewal (Social Security, retirement, disability, etc.)
- Zero income waiver – redetermination can be completed when no income information is available/verified so long as customer is reporting zero income and no income inconsistencies are flagged on the case
- 100% Federal Poverty Level (FPL) income waiver – redetermination can be completed without verification if income is below 100% FPL and no income inconsistencies are flagged on the case



# BenefitsCal

## County Opt-in Features Update

- BenefitsCal features that San Diego has opted into that are currently in use: Interview Nudge, General Relief application, EBT/BIC replacement, VITA, Disaster CalFresh (when DCF is active), Click to Chat and Call Me
- BenefitsCal feature that San Diego has not opted-in to: Two-Way Messaging



# MONTHLY UPDATES



Legend
Approved/Chaptered
Advocacy Support
Support
Support, if Amended or Watch

## Self-Sufficiency Services Legislative Tracking Log

Revised: 8/1/2024

Bill Number and Name	Date Introduced	Description	Affected Programs	Support/Oppose/Watch /Concerns	Status
SB 773 - CalWORKS: Homeless Assistance	2/17/2023	This bill would require benefit calculation for the PHA program to include benefits received from other government and nonprofit housing and homeless subsidy programs and any regularly received private support intended or designed to help the family with housing. This would not benefit customers because currently any housing subsidies received are deducted from the customer's housing obligation.	CalWORKS	Support, if amended	1/25/2024: Inactive Bill - Veto sustained.
AB 991 - Public Social Services: Reporting and Verifications	2/15/2023	This bill has no impact on current policy and procedure as it would, to the extent permitted under federal law, require state and county agencies to accept the reporting by an applicant or recipient of public social services of any lawfully required information, changes, and verification required by law that affect eligibility and benefit amounts, by any means available to the applicant or recipient, including, but not limited to, in person, by telephone, through fax, by email, or by any other electronic means.	CalWORKS/CAP/GR/CalFresh/Medi-Cal	Active Support	02/01/2024: Inactive Bill - Died. Pursuant to Article IV, Section 10 (c) of the Constitution. From Committee: Filed with the Chief Clerk to Joint Rule 56.
SB 262 - California Farmworkers Drought Resilience Pilot Project	1/30/2023	This bill would require the California Drought Resilience Pilot project to provide monthly supplemental cash payments to households (HH's) in which one member of the HH is a farmworker. This payment would be exempt for CalFresh and CalWORKS. The bill would benefit customers, as the provisions would allow for less income to be counted when determining CalWORKS and CalFresh eligibility.	CalWORKS/CalFresh	Support	02/01/2024: Inactive Bill - Died. Returned to Secretary of Senate pursuant to Joint Rule 56.
AB 605 - CalFresh Fruit and Vegetable Supplemental Benefits Expansion Program	2/9/2023	This bill requires to include within the EBT system a supplemental benefits mechanism that allows an authorized retailer to deliver and redeem supplemental benefits, additional funds delivered to a CalFresh recipient's EBT card upon purchase of California-grown fresh fruits and vegetables using CalFresh benefits. This bill would provide a minimum of 3 grants to nonprofit organizations or governmental agencies for pilot projects to implement and test the supplemental benefits mechanism	CalFresh	Support	02/01/2024: Inactive Bill - Died. Pursuant to Article IV, Section 10 (c) of the Constitution. From Committee: Filed with the Chief Clerk to Joint Rule 56.
AB 870 - Public Social Services: Benefits for Students	2/14/2023	This bill will have the California Department of Social Services (CDSS) create a workgroup comprised of CDSS staff and relevant stakeholders that meets quarterly to share best practices, updates, challenges, or other topics related to programs and services offered to students. The workgroup must submit a report to the legislature with findings and recommendations relating to increasing enrollment in programs and services offered by the department that may be available to students, as specified, on or before June 30, 2024, and every 3 years thereafter.	CalWORKS/CalFresh	Support	02/01/2024: Inactive Bill - Died. Pursuant to Article IV, Section 10 (c) of the Constitution. From Committee: Filed with the Chief Clerk to Joint Rule 56
AB 1644 - Medi-Cal: medically supportive food and nutrition services.	2/17/2023	This bill does not impact county operations. This bill is regarding establishing a medically supportive food benefit for Medi-Cal customers.	Medi-Cal	Support	02/01/2024: Inactive Bill - Died. Pursuant to Article IV, Section 10 (c) of the Constitution. From Committee: Filed with the Chief Clerk to Joint Rule 56
SB 870 - Medi-Cal: Managed Care Organization Provider Tax	2/17/2023	This bill does not impact county operations. This bill extends the tax on managed care organizations which is used to fund the non-federal share of provider reimbursement.	Medi-Cal	Support	02/01/2024: Inactive Bill - Died. Returned to Secretary of Senate pursuant to Joint Rule 56.
AB 1514: Public Social Services: Student Eligibility	2/17/2023	This bill would require that a workgroup is created to provide recommendations for data usage from Free Application for Federal Student Aid (FAFSA) by county welfare departments. The data will then be used to prepopulate applications for students to receive public social services. The workgroup would be comprised of members of County Welfare Directors Association of California. The bill would require those recommendations to be submitted to the Legislature by December 31, 2024.	CalWORKS/CAP/GR/CalFresh/Medi-Cal	Support	02/01/2024: Inactive Bill - Died. Pursuant to Article IV, Section 10 (c) of the Constitution. From Committee: Filed with the Chief Clerk to Joint Rule 56
AB 94 - Administration of Public Social Services-Blocked Telephone Calls	1/9/2023	This bill would prohibit outgoing calls from displaying a blocked phone number. The bill would impose a state mandated local program.	CalFresh	Watch	02/01/2024: Inactive Bill - Died. Pursuant to Article IV, Section 10 (c) of the Constitution. From Committee: Filed with the Chief Clerk to Joint Rule 56

AB 435 - Public Social Services: Automated Application Process	2/6/2023	This bill would require CalSAWS to accept and process electronic applications for additional cash assistance programs including the Cash Assistance Program for Immigrants (CAPI), the Trafficking and Crime Victims Assistance Program (TCVAP) and Refugee Cash Assistance (RCA). This bill would require that customers have access to apply for these cash assistance programs online by December 1, 2024. This bill would require that automation activities to be prioritized over county initiatives.	CalWORKs/CAPI	Support, if amended	02/01/2024: Inactive Bill - Died. Pursuant to Article IV, Section 10 (c) of the Constitution. From Committee: Filed with the Chief Clerk to Joint Rule 56
AB 274 - CalWORKs: CalFresh: eligibility: income exclusions	1/23/2023	This bill would exempt as income any grant, award, scholarship, loan, or fellowship benefit provided to any CalWORKs assistance unit member and/or CalFresh household for educational purposes. The bill will eliminate the verification requirement of financial aid, expediting the availability of benefits, and may increase student eligibility for CalFresh.	CalFresh	Support	9/12/2023: Active Bill - In floor process. Ordered to inactive file at the request of Senator Ashby.
SB 600 - California CalFresh Minimum Benefit Adequacy Act of 2023	2/15/2023	This bill would, by January 1, 2025, require the department to establish the CalFresh Minimum Nutrition Benefit (MNB) Program to provide a household with a monthly CalFresh allotment of less than a minimum monthly benefit, established by the bill to be \$50, with an additional state-funded monthly MNB that is equal to the difference between their monthly CalFresh allotment and \$50. The bill would require the department to annually adjust the minimum monthly benefit amount, as prescribed, and would require these benefits to be delivered through the EBT system. By imposing additional duties on counties administering the program, the bill would impose a state-mandated local program	CalFresh	Support	7/11/2023: Active Bill - In Committee Process. July 11 set for first hearing canceled at the request of author.
AB 2141 - Cash Assistance Programs: Direct Deposit	2/6/2024	This bill would include general assistance benefits amount the cash assistance benefits that may be delivered by direct deposit. It would require for programs providing cash assistance benefits to include information on application regarding the applicant's right to have their funds directly deposited. It would require each county to inform the recipient of that right during their redetermination for eligibility.	CalWORKs, General Relief, and CAPI	Active Support	05/16/2024: Active Bill- In committee: Held under submission
AB 2241 - Public Social Services Reporting and Verification	2/8/2024	This bill would, to the extent permitted under federal law, require state and county agencies to accept the reporting by an applicant or recipient of public social services of any lawfully required information, changes, and verification required by law that affect eligibility and benefit amounts, by any means available to the applicant or recipient, including, but not limited to, in person, by telephone, through fax, by email, or by any other electronic means. This bill would require county agencies to meet the specified software security requirements on or before January 1, 2026. This bill would require county agencies to accept reporting by any means available to an applicant or recipient prior to January 1, 2026, if the county agency uses software that meets those requirements.	CalWORKs, CalFresh, Medi-Cal, County Medical Services (CMS), Cash Assistance Program for Immigrants (CAPI), and General Relief (GR)	Active Support	05/16/2024: Active Bill- In committee: Held under submission.
AB 46 - Personal Income Taxes: Exclusion: Military Services Retirement and Surviving Spouse Benefit Payment Act.	12/5/2022	This bill excludes from gross income, under the Personal Income Tax (PIT) Law, uniformed services retirement pay and annuity payments from a United States Department of Defense Survivor Benefit Plan received by qualified taxpayers, as specified. California compared to other states: A significant number of states exclude military retirement pay from being taxed in the state, and California appears to be an outlier. Twenty-seven states do not tax military retirement pay and fourteen states tax military retirement income partially through income exemptions and exclusions.	OMVA	Support	9/1/2023: Active Bill - In committee: Held under submission.
AB 311 - An act to amend Section 18930 of the Welfare and Institutions Code, relating to public social services.	1/26/2023	This bill would remove the age limitation of 55 years of age or older for the program if the individual's immigration status is the sole basis for their ineligibility for CalFresh benefits and make any individual eligible for the program if the individual's immigration status is the sole basis for their ineligibility for CalFresh benefits. By extending eligibility for CFAP, which is administered by the counties, this bill would impose a state-mandated local program.	CalFresh	Support	7/01/2024: Active Bill - In committee: Referred to suspense file.
SB 245 - California Food Assistance Program: Eligibility and Benefits	1/26/2023	This bill would remove the age limitation of 55 years of age or older and make any individual eligible for the program if the individual's immigration status is the sole basis for their ineligibility for CalFresh benefits. By extending eligibility for CFAP, which is administered by the counties, this bill would impose a state-mandated local program.	CalFresh	Support	07/02/2024: Active Bill - July 2 set for first hearing. Placed on suspense file.
SB 260 - CalWORKs: Supportive Services	1/30/2023	This bill would include menstrual product costs as a necessary supportive service, and, on and after April 1, 2025, would make a member of an authorized assistance unit who is between 10 and 55 years of age, inclusive, eligible for an unspecified allocation per month to assist with menstrual product costs if they are documented in the case file as female or the county has received verification that a nonfemale member of the household is menstruating.	CalWORKs	Active Support	9/1/2023: Active Bill - September 1 hearing: Held in committee and under submission.

AB 325 - Human Services: Noncitizen Victims	1/30/2023	This bill would prohibit the discontinuance of benefits due to a denial of a T or U Visa if the customer is eligible for these benefits on another basis. This bill expands services to noncitizen victims of parental maltreatment, noncitizen children who have been abused, neglected, or abandoned and noncitizens who fear persecution. The bill would add to the categories of eligible customers for the benefits to include individuals who have filed a formal application or petition with the appropriate federal agency for status or relief under the federal Violence Against Women Act. This bill will increase participation for CalFresh and remove barriers to eligibility for noncitizen population.	CalWORKs/CAP/CalFresh/Medi-Cal	Support	9/1/2023: Active Bill - In committee: Held under submission.
AB 866 - Food Assistance for Nonminor Dependents	2/14/2023	The bill would establish a state-funded program to provide food assistance to nonminor dependents who receive Aid to Families with Dependent Children-Foster Care (AFDC-FC) and reside in a supervised independent living placement or a transitional living setting.	CalFresh	Support	06/20/2024: Active Bill - In Floor process: Read second time. Ordered to third reading.
AB 1239 - Incarcerated persons: Family Planning, Access, Care, and Treatment Program.	2/16/2023	The name of this bill has changed to Worker's Compensation: Disability payments. This bill would extend the authorization to deposit indemnity payments (Worker's compensation/disability payments) in a prepaid card account until January 1, 2027. This bill does not seem to affect any Social Services.		Support	08/05/2024: Active Bill - In Floor Process- From Committee: Be ordered to second reading file pursuant to Senate Rule 28.8 and ordered to Consent Calendar.
AB 1393 - Student Aid Commission: California Dream Act applicants: Food Support Pilot Program	2/17/2023	The Student Aid Commission establishing the Food Support Program to issue grants to students who meet the eligibility criteria for the California Dream Act. These are students who are non-immigrants, such as DACA, TPS, or U Visa holders who normally would not be eligible to CF to receive a quarterly grant for food, while attending school.	CalFresh	Support	9/1/2023: Active Bill - In committee: Held under submission.
AB 1470 - Medi-Cal: Behavioral Health Services: Documentation Standards	2/17/2023	This bill does not impact county operations. This bill requires DHCS to standardize forms including intake and assessment forms, relating to medical necessity criteria, mandatory screening and transition of care tools, and documentation requirements pursuant to CalAIM Terms and Conditions. The bill would require the department to consult with representatives of specified associations and programs for purposes of implementing these provisions. The bill would authorize the department to develop and maintain a list of department-approved nonstandard forms.	Medi-Cal	Support	9/13/2023: Active Bill - In Senate. Held at Desk.
SB 819 - Medi-Cal: Certification	2/17/2023	This bill does not impact county operations. This bill would additionally exempt from the Medi-Cal enrollment procedures an intermittent site or mobile health care unit that is operated by the above-described government-run license-exempt clinic if that clinic has notified the department of its separate locations, premises, sites, or units.	Medi-Cal	Support	8/28/2023: Active Bill - Ordered to inactive file on request of Assembly Member Bryan.
H.R. 3520: The Veteran Care Improvement Act	5/18/2023	This bill will improve the provision of care and services under the Veterans Community Care Program of the Department of Veterans Affairs, and for other purposes.	OMVA	Support	07/18/2023: Active Bill - Forwarded by Subcommittee to Full Committee (Amended) by Voice Vote.
AB 2452 - CalWORKs-Supportive Services	2/13/2024	This bill will remove the regional market rate and set a standard allotment of \$100 to be issued in advanced for the current month and months thereafter if they are participating in an assigned WTW activity. If the actual cost of transportation for a month exceeds \$100, the customer shall be issued a supplemental payment for the amount over \$100 within 10 days. In addition, transportation cost, include cost for transportation of children if needed for the participant to participate in work activities.	CalWORKs	Active Support	07/02/2024: Active Bill - From committee: Do pass and re-referred to Com. On APPR. (Ayes 5. Noes 0.) (July 1). Re-referred to Com. On APPR.
SB 1396 - CalWORKs Home Visiting Program	2/16/2024	This amendment would: Extend high-quality, evidenced based, culturally competent home visiting services to pregnant people, parents or caretaker relatives, tribal families, and children, for at least 24 months, and not to exceed the duration of the applicable home visiting program model. Change previous language to "extend those provisions to apply to children for at least 24 months and not to exceed the duration of the applicable home visiting program". The previous language regarding "apply to children from 24 months and not to exceed the child's 5th birthday" has been removed. Authorize a voluntary participant whose participation would otherwise be terminated because the participant no longer meets CalWORKs income, eligibility, or need criteria to continue through the duration of the home visiting program or for up to an additional 12 months, whichever is longer.	CalWORKs	Active Support	07/02/2024: Active Bill - In Committee Process. July 2 set for first hearing. Placed on suspense file.

SB 1016 - Latino and Indigenous Disparities Reduction Act	3/18/2023	This bill will no longer be an impact to the CalFresh program. This amendment removes responsibility from CalFresh in capturing data on Latino and Indigenous people.	CalFresh	Active Support	06/12/2024: Active Bill - In Committee Process. From committee: Do pass and re-refer to Com. Om APPR. (Ayes 16. Noes 0) (June 11). Re-referred to Com. On APPR.
AB 2033 - Public, Postsecondary Education, EBT Cards, Basic Needs Services and Resources	3/19/2024	This bill would require, on or before September 1, 2025, each campus of the California Community Colleges and each campus of the California State University, and request each University of California campus, to identify and apply for at least one general store or a store that sells food on campus to become an authorized retail food store under SNAP and, if approved, ensure the store or stores accept the use of EBT cards, as specified. To the extent that the bill would impose new duties on community college districts, it would impose a state-mandated local program. This bill contains other related provisions and other existing laws.	CalFresh and CalWORKs	Active Support	07/03/2024: Active Bill - In Committee Process. From committee chair, with author's amendments: Amend, and re-referred to committee. Read second time, amended, and re-referred to Com. on APPR.
SB 1355 - Medi-Cal: In-Home Supportive Services: Redetermination	2/16/2024	This bill would change the Medi-Cal redetermination period for In-Home Supportive Services recipients from one year to three. IHSS recipients would be continually eligible for Medi-Cal for three years unless deceased, out of state, or the original eligibility was in error or based on fraud. The implementation would be dependent on federal approval and financial participation, appropriation of funding by the legislature, and system programming.	Medi-Cal	Active Support	05/16/2024: Active Bill - In Committee Process. May 16 hearing: Held in committee and under submission.
AB 3156 Medi-Cal: Managed Care Plans	2/16/2024	This bill would express the intent of the legislature to exempt Medi-Cal eligible or dual Medicare and Medi-Cal eligible customers who use Medi-Cal as a secondary form of health coverage from mandatory enrollment in a managed care plan if they receive services from regional center	Medi-Cal	Active Support	07/03/2024: Active Bill - Read second time and amended. Re-referred to Com. on APPR.
SB 333 - Homeless Pupils: California Success, Opportunity, and Academic Resilience (SOAR) Guaranteed Income Program	2/7/2023 (Amended 04/01/2024)	<p>This bill would require the State (California) Department of Social Services (CDSS) to establish the SOAR GIP. SOAR would provide homeless youth enrolled in public schools that are in grade 12 to receive \$1,000 per month for 5 months from April 1, 2025, to August 1, 2025, if they choose to enroll in SOAR. SOAR GIP income would be exempt as income and resources for determining eligibility to CalWORKs, Cash Assistance Program for Immigrants (CAPI), General Relief, and CalFresh.</p> <p>The bill would require the state department or agency that administers the programs to approve an exemption or waiver or to seek one from the federal government. If the state fails to receive the necessary federal exemption or waiver, the bill will authorize the State Department to consider alternatives to prevent adverse consequences for California SOAR GIP participants.</p>	CalWORKs/CAPI/GR/CalFresh/Medi-Cal	Active Support	07/02/2024: Active Bill - July 2 set for first hearing. Placed on suspense file.
SB 1415 - CalWORKs	5/16/2024	<p>This bill would as of 1/1/26 or when automation is in place:</p> <ul style="list-style-type: none"><li>•For the purposes of determining the family's total monthly household income for permanent housing assistance, require the county human services agency to include any amount that is or will be regularly received from other government and nonprofit housing and homeless subsidy programs and any regularly received private support intended or designed to help the family with housing.</li><li>•Require the county to refer the assistance unit to any other homeless assistance services provided under the CalWORKs program and would authorize the county to give priority to the assistance unit for those services.</li><li>•Clarify that the standard payment of \$175 to \$500 per semester or quarter to a CalWORKs eligible individual who is participating full time or part time in an educational activity at a publicly funded or nonprofit postsecondary educational institution, as specified, for the purpose of paying costs associated with attending that institution is considered a standard payment for books, computers, and other college supplies.</li></ul>	CalWORKs	Active Support	07/02/2024: Active Bill - July 2 set for first hearing. Placed on suspense file.
AB 2224 - Human Services: Special Immigrant Juvenile Status	2/7/2024	The bill has been amended to strike out the provision pertaining to human services and eligibility to public social and health care services for individuals who have filed a petition with USCIS for Special Immigrant Juvenile Statue (SIJS) or have received a judicial determination enabling them to file the petition for SIJS. The amendment inserts provisions pertaining to court orders and guardianship for individuals with SIJS. The bill no longer has any impact on CalFresh, CalWORKs, or Medi-Cal.	CalFresh/CalWORKs/Medi-Cal	Support	07/02/2024: Active Bill: In Floor Process: Read second time. Ordered to third reading.

SB 9 - Raising the Age for Extended Foster Care Pilot Program Act of 2023	12/5/2022	This bill would expand the dependency and jurisdiction of the juvenile court to the age of 22 years if the court finds that the NMD is experiencing homelessness or is at risk of homelessness (if not under the jurisdiction of the juvenile court). This bill would also expand the age limit for NMDs to be eligible for cash aid to the age of 22. The provisions of this bill would increase the number of customers who qualify for NMD CalWORKs aid.	CalWORKs	Support, if amended	6/27/2023: Active Bill - From committee: Do pass and re-refer to Com. on APPR. with recommendation: To consent calendar. (Ayes 11. Noes 0.) (June 27). Re-referred to Com. on APPR.
SB 85 - Immigration – Case Management and Social Services	1/13/2023	This bill would reallocate state funds in order to expand the Reception and Placement Program (commonly known as R&P in California) for refugees and asylees. The reallocated funding would allow recipients of the funding to provide an additional 90 days of state funded R&P case management services to refugees and asylees. Because San Diego is a refugee impacted county, San Diego RAs are likely to be eligible for the reallocation of funds from nonimpacted counties. There will be no additional funding allocated for this program extension and the funding will only be available subject to appropriation. As such, this bill would not impact Self-Sufficiency Services staffing or workload.	Self-Sufficiency Services HHSa	Watch	07/02/2024: Active Bill - July 2 set for first hearing. Placed on suspense file.
SB 242 - California HOPE for Children Trust Account Program	1/25/2023	The bill would require eligibility workers to not consider California Hope, Opportunity, Perseverance, and Empowerment (HOPE) Trust accounts as property for the purposes of determining eligibility for means tested social services programs such as Medi-Cal, CalWORKs, CalFresh, General Assistance, Medi-Cal, Kinship Guardianship Assistance Payment, Adoption Assistance Program (AAP), and Cash Assistance Program for Immigrants (CAPI).	CalWORKs/CAPI/GR/CalFresh/Medi-Cal	Support, if amended	07/02/2024: Active Bill - July 2 set for first hearing. Placed on suspense file.
AB 310 - State Department of State Hospitals Civil Services Psychiatrists. (Formerly CalWORKs)	1/26/2023	This bill does not relate to CalWORKs anymore. Bill related now to the State Department of State Hospitals.	CalWORKs	Support, if amended	8/04/2024: Active Bill - From committee: Be ordered to second reading pursuant to Senate Rule 28.8
AB 564 - Medi-Cal Enrollment	2/8/2023	The bill requires the Department of Health Care Services to allow applicants and providers to submit to submit electronic signatures for all enrollment forms, including, but not limited to, claims and remit forms, in the Medi-Cal program.	Medi-Cal	Watch	6/14/2023: Active Bill - Referred to Com. on Health.
AB 596 - Early Learning and Care: Rate Reform	2/9/2023	The bill would require the Department of Social Services, in collaboration with the California Department of Education, to develop alternative methodology to calculate subsidy payment rates for child care and development programs and services.	CalWORKs	No Analysis Attached	9/1/2023: Active Bill - In committee: Held under submission.
SB 491 - Public Social Services: County Departments	2/14/2023	This bill would require counties to develop and implement a program to ensure residents without a permanent mailing address have a place to receive and pick-up all government related (includes city, county, state, federal, and contracted agencies) mail. The bill does not provide detail on how it should be implemented.	CalWORKs/CAPI/GR/CalFresh/Medi-Cal	Watch	9/1/2023: Active Bill - September 1 hearing: Held in committee and under submission.
AB 2150 - Public Social Services: Higher Education	2/6/2024	This bill would require for the county Human Services agency to receive input from the basic needs director and coordinators from public institutions of higher education, and stakeholders to develop protocols for engagement between the county and the institutions of higher education. The California Department of Social Services (CDSS) is to consult, develop and facilitate a training to be available to basic needs directors, basic needs staff on campus as well as eligibility workers on topics related to student eligibility determination for public social services. CDSS would convene a quarterly workgroup with all 58 county higher education staff liaisons and basic needs director and coordinator and other professional staff from institutions of public higher education. CDSS would collaborate with the workgroup to discuss enrollment trends and identify barriers to enrollment but not limited to CalFresh, CalWORKs, Medi-Cal and State Disability Insurance (SDI). CDSS would provide technical assistance in response to any requests submitted by the county public higher education staff liaison.	CalFresh/CalWORKs/Medi-Cal/CAPI/General Relief	Support, if amended	05/16/2024: Active Bill - In Committee: Held under submission.
AB 2263 - The California Guaranteed Income Study and Funding Act	2/8/2024	This bill will establish the Guaranteed Income Study and Funding Act Coordinating Council that will consist of 6 appointees from specific departments. The bill will require the council to attain the following objectives: 1. Determine what administrative capacity, infrastructure and data sharing across state and local agencies are	CalWORKs, CalFresh, Medi-Cal, CAPI, GR	Watch	07/02/2024: Active Bill - From committee: Do pass and re-refer to Com. on APPR. (Ayes 4 Noes 0) (July 1). Re-referred to Com. on
SB 1107 - Public Social Services: County Departments: Mail Programs	2/13/2024	This bill would require county human services agencies that administer public benefits to develop and implement a program that allows residents experiencing homelessness, if they opt in, to receive and pick-up all government related (city, county, state, federal, tribal government, and contracted agencies)	CalWORKs, CalFresh, CAPI, GR, CMS, and Med-Cal	Support, if amended	05/16/2024: Active Bill - In Committee Process. May 16 hearing: Held in committee and under submission
AB 1968 - CalFresh: enrollment for senior citizens	1/30/2024	This bill would require the California Department of Social Services (CDSS) to create a system to automatically enroll qualifying individuals who meet the eligibility requirements to Supplemental Security	CalFresh	Support, if amended	05/16/2024: Active Bill - In Committee: Held under submission



AB 2654 - Disbursements: Fraud	3/21/2024	This bill was amended on 04/18/2024; under new name Political Reform Act of 1974: nondisclosure agreements. This bill would prohibit lobbyist and certain public officials and employees from entering into a nondisclosure agreement relating to the drafting, negotiation, discussion or creation of legislation. The bill does not seem to affect Social Services		Watch	Amended in Assembly 04/25/2024. Under new title Political Reform Act of 1974: nondisclosure agreements. In Committee: Set, first hearing. Failed passage. Reconsideration granted.
AB 2795 - CalWORKs Indian Health Clinic Program	3/21/2024	This bill would amend section 10553.15- Funding the Indian Health Clinic. Designate that funding authorization for Indian health clinics as the CalWORKs Indian Health Clinic Program. Require the department to provide semiannual prospective payments to a grantee under the program equal to no more than 90% of the total grant amount during a 12-month fiscal year. Require the grant payments to be contingent upon a written request for payment from the grantee, and the submission by the grantee, and the approval by the department, of specified progress reports and budget expenditure reports. Require the department to retain the final payment, pending satisfactory submission by the grantee of all progress reports required by the grant, budget expenditure reports, and an annual reconciliation report for the grant year, as specified.	CalWORKs	Watch	07/02/2024: Active Bill - From committee: Do pass and re-refer to Com. on APPR with recommendation: To Consent Calendar )Ayes 5. Noes 0) (July 1). Re-referred to Com. on APPR.
AB 2415 - Cash Assistance for Aged, Blind, and Disabled Immigrants	3/19/2024	This bill would extend eligibility to aged, blind, and disabled customers regardless of immigration status, provided they meet program criteria. It also exempts certain individuals from having to apply for SSI benefits to receive assistance. The bill's enactment is subject to funding, and it would increase county responsibilities, constituting a state-mandated local program.	CAPI	Support, if amended	05/16/2024: Active Bill - In Committee: Held under submission.
SB 1289 - Medi-Cal County Call Centers Data	2/15/2024	This bill requires The Department of Health Care Services (DHCS) to establish statewide minimum standards for county call center metrics including, but not limited to call volume, average wait times by language, call answer rate, call abandonment rate, maximum wait times, total handle time, disconnects, calls resolved by interactive voice response, callbacks, and calls disconnected during high-call-volume periods. These standards must match regular industry call center standards and be added to regulation by 7/1/2026. Counties would begin collecting and submitting the metrics starting 4/1/2025 (and each quarter thereafter) and the state will compile and publish a report with identified challenges and targets or standards for improvement publicly by 5/15/2025.	Medi-Cal	Watch	07/02/2024: Active Bill - In Committee Process: July 2 set for first hearing. Placed on suspense file.



# ELIGIBILITY SERVICES BY THE NUMBERS...

August 2024 (Data Month: July 2024)

## PARTICIPANTS

- **CalFresh:** 401,006 recipients, up 4.55% from last year.
  - 131,444 child recipients (0-18), up 1.95% from last year.
  - 97,321 senior recipients (60+), up 9.71% from last year.
- **CalWORKs:** 51,229 recipients, up 8.14% from last year.
  - 37,184 child recipients (0-18), up 9.41% from last year.
  - Welfare-to-Work: 13,483 participants, up 2.04% from last year.
- **CMS:** 11 CMS recipients, up 22.22% from last year.
- **General Relief:** 5,717 recipients, up 23.13% from last year.
- **Medi-Cal:** 952,452 recipients, down 4.57% from last year.
  - 317,896 child recipients (0-18), down 3.10% from last year.
  - 18,886 Medi-Cal Expansion Over 50 Years.

Program	Cases	Recipients	% Change in Recipients		Unduplicated Number of Recipients (July 2023–July 2024)
			Previous Month	Previous Year	
CalFresh	237,612	401,006	0.31%	4.55%	541,377
CalWORKs	17,934	51,229	-0.61%	8.14%	70,561
CMS	11	11	22.22%	22.22%	47
General Relief	5,698	5,717	5.15%	23.13%	14,966
Medi-Cal	545,362	952,452	-0.75%	-4.57%	1,139,738
<b>Total</b>	<b>806,617</b>	<b>1,410,415</b>	<b>-0.42%</b>	<b>-1.62%</b>	<b>1,248,375**</b>

\*Recipients include 365,566 under ACA Medicaid Coverage Expansion.

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

## PROCESSING

Applications Registered		
Program	July 2024	FYTD
CalFresh	20,760	20,760
CalWORKs	2,844	2,844
CMS	31	31
General Relief	4,008	4,008
Medi-Cal	14,909	14,909
<b>Total</b>	<b>42,552</b>	<b>42,552</b>

Renewals Generated		
Program	July 2024	FYTD
CalFresh	12,659	12,659
CalWORKs	1,531	1,531
CMS	2	2
General Relief	118	118
Medi-Cal	33,032	33,032
<b>Total</b>	<b>47,342</b>	<b>47,342</b>

Periodic Reports Generated		
Program	July 2024	FYTD
CalFresh	14,912	14,912
CalWORKs	1,389	1,389
General Relief	0	0
Medi-Cal	52	52
<b>Total</b>	<b>16,353</b>	<b>16,353</b>

Documents Imaged	
July 2024	FYTD
347,614	347,614

Tasks Created	
July 2024	FYTD
695,470	695,470

## ACCESS CUSTOMER SERVICE CENTER

Customer Service				
Month	July 2023	July 2024	Change	FYTD
Total Calls	286,984	195,565	-91,419	195,565
Abandoned	40,876	3,848	-37,028	3,848
Average Wait Time	8:23	0:58	-7:25	0:58

Community Based Organization (CBO)				
Month	July 2023	July 2024	Change	FYTD
Total Calls	6,110	7,115	1,005	7,115
Abandoned	434	142	-292	142
Average Wait Time	8:51	1:47	-7:04	1:47

Emails Received	
July 2024	FYTD
2,585	2,585

## FAMILY RESOURCE CENTER VISITS

Month	July 2023	July 2024	Change	FYTD
Total Tickets Issued	40,576	52,390	23%	52,390
Average Wait Time (min.)	(* -)	(* -)	N/A	

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

## Processing Timeliness Applications, Periodic Reports, and Renewals

### CalFresh

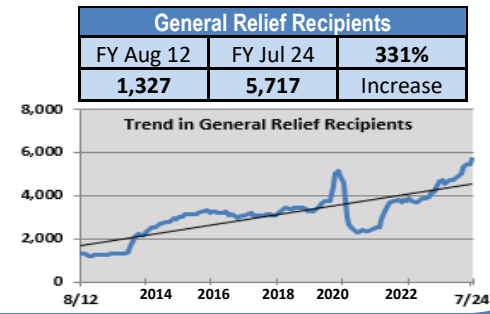
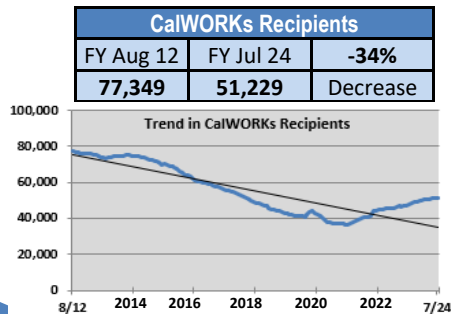
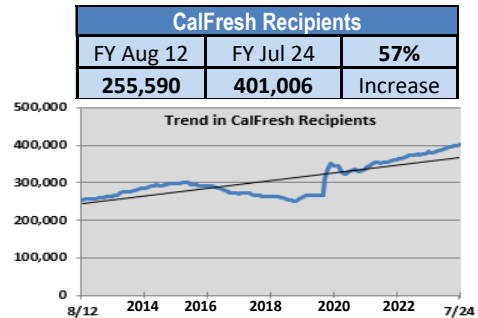
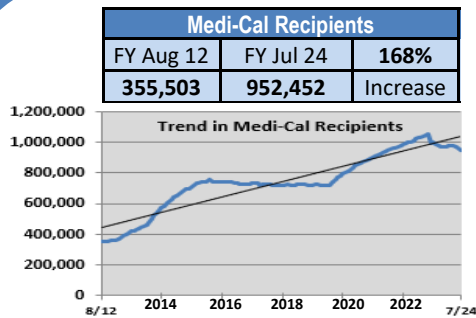
- Regular Applications: State required days to disposition = 30 Days
  - San Diego = 20 Days
- Expedited Applications: State required days to disposition = 3 Days
  - San Diego = 2 Days
- Semi-Annual Reporting Timeliness = 95%
- Annual Renewal Timeliness = 96%

### CalWORKs

- Regular Applications: State required days to disposition = 45 Days
  - San Diego = 18 Days
- Immediate Need: State required days to disposition = 1 Day
  - San Diego = 1 Days
- Semi-Annual Reporting Timeliness = 97%
- Annual Renewal Timeliness = 97%

### 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	July 2024	FYTD
Calls Received	5,535	5,535
Calls Received- Average Wait Times	2:55	2:55
In-Person Customer Visits	3,096	3,096
Driver's License Applications	11	11
License Plate Applications	322	322
College Fee Waiver Applications	1633	1,633
VA Claim Appointments Made	709	709
VA Claim Appointments Wait Time (Days)	14	14
Community Events	2	2
Contacts Made at Community Events	32	32

\* New data metrics as of 10/2023

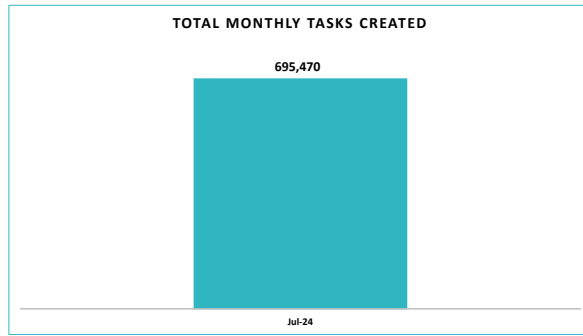


# Monthly Self-Sufficiency Services Performance Dashboard (FY 24/25)

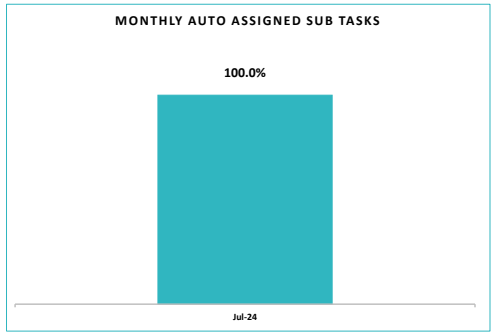
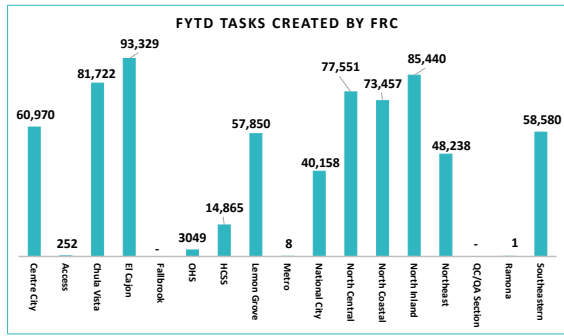
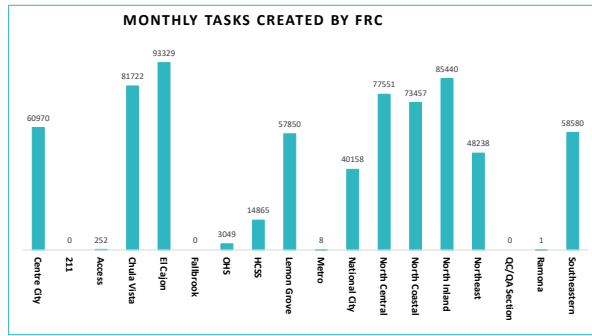
San Diego County

Data Month : July 2024

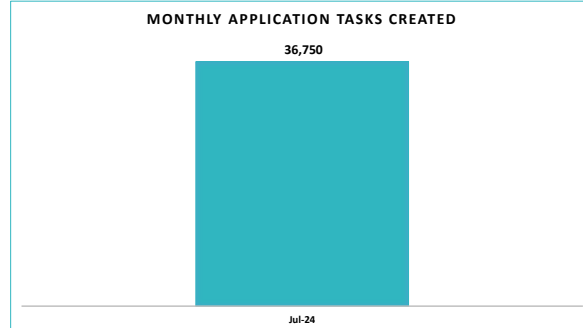
## CalSAWS Tasks Created



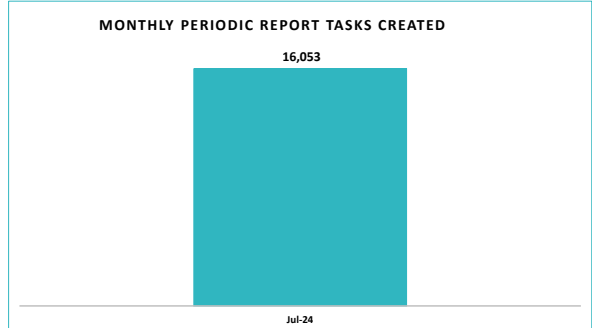
FYTD 695,470



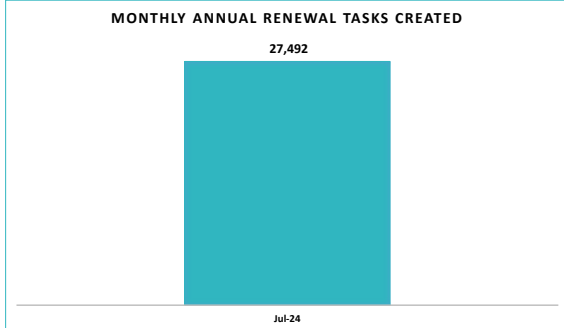
FYTD 100%



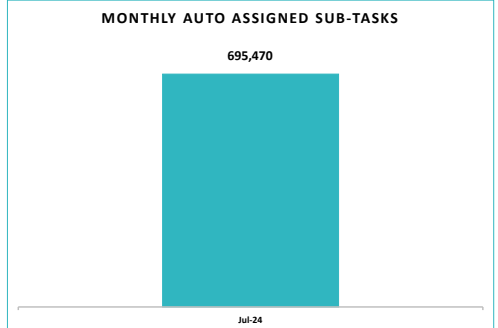
FYTD 36,750



FYTD 16,053



FYTD 27,492

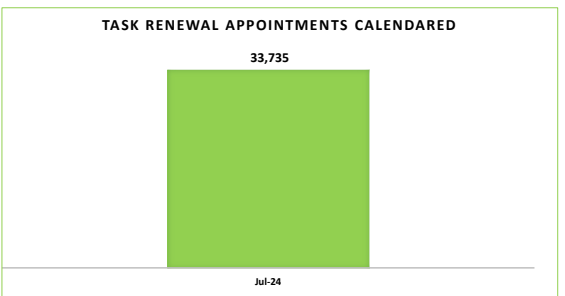


FYTD 695,470

## MONTHLY CALSAWS CALENDARED APPOINTMENTS

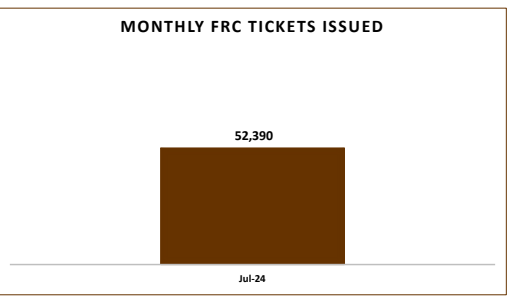


FYTD 10,137

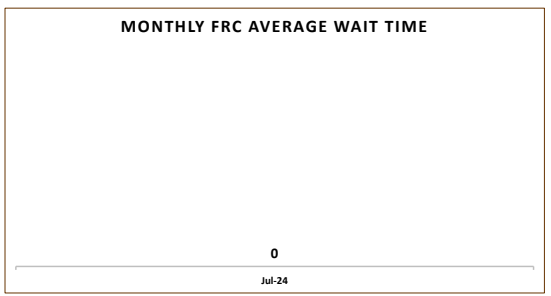


FYTD 33,735

## LOBBY MANAGEMENT



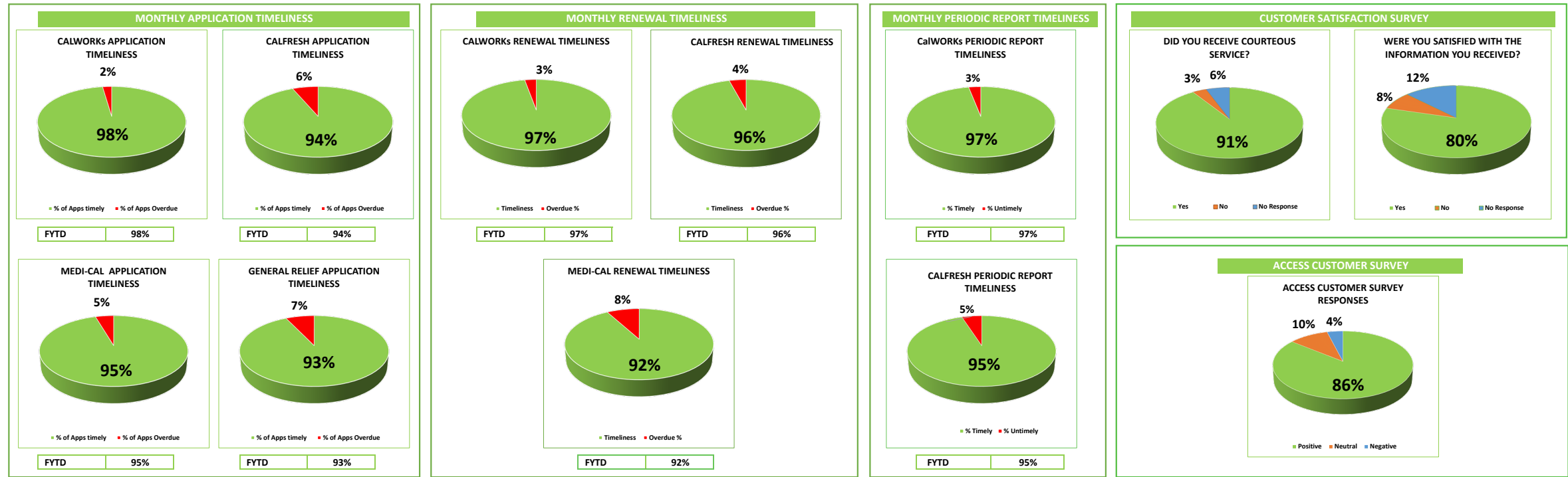
FYTD 52,390



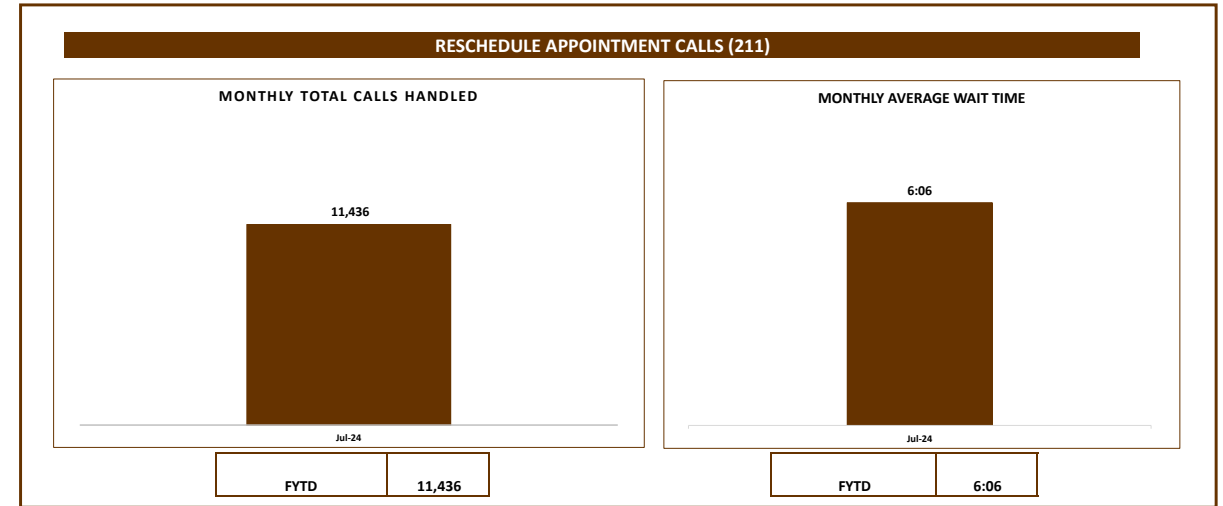
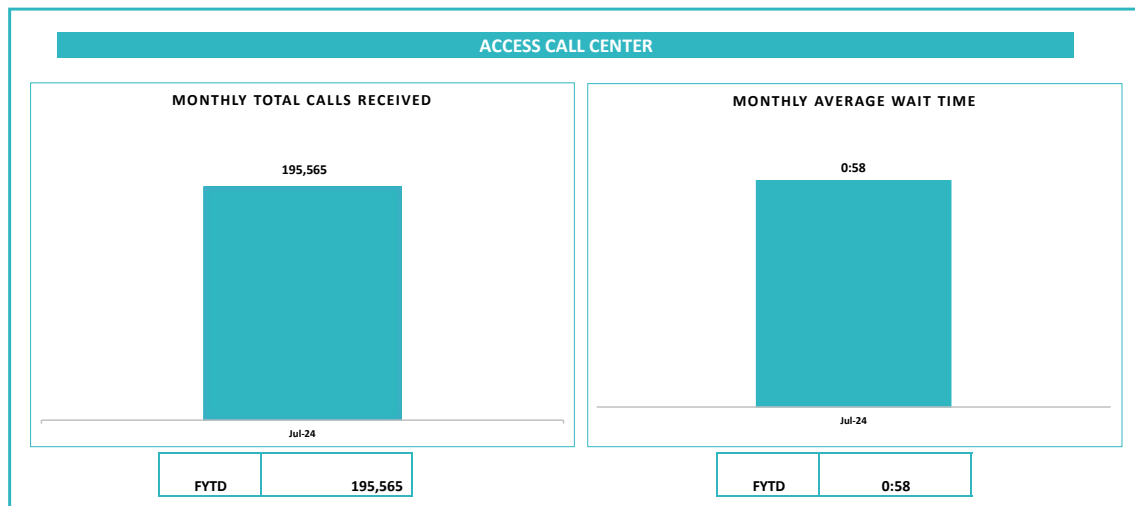
FYTD 0.00

\*Average time is not available

CASE PROCESSING PERFORMANCE (CALSAWS)



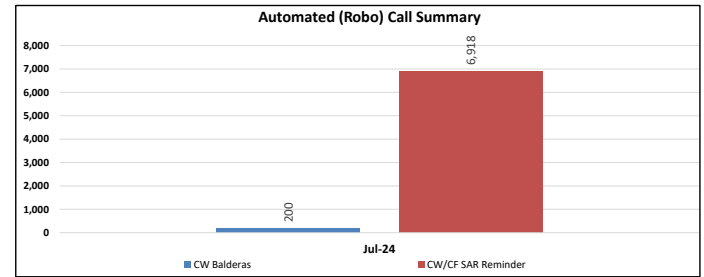
ACCESS CALL CENTER



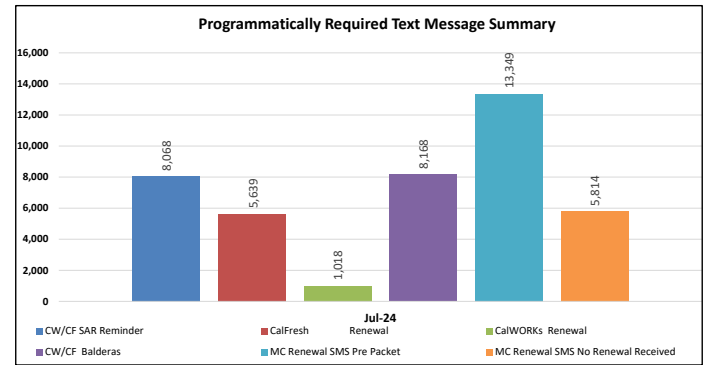


## Monthly Robo-Calls & Text Messaging Report FY 2024/2025

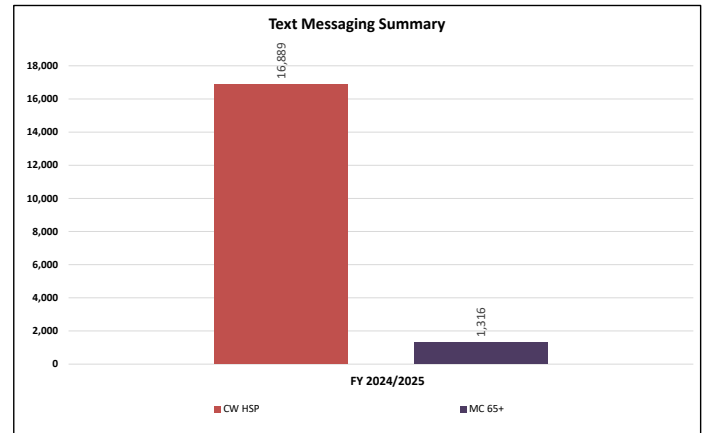
Automated (Robo) Call Summary			
Month	Program	CW Balderas	Grand Total
July 2024	CW/CF SAR Reminder	200	7,118
August 2024			
September 2024			
October 2024			
November 2024			
December 2024			
January 2025			
February 2025			
March 2025			
April 2025			
May 2025			
June 2025			
<b>Grand Total</b>	6,918	200	7,118



Text Messaging Summary								
Month	CW/CF SAR Reminder	CW/CF Balderas	CalFresh Renewal	CalWORKs Renewal	MC Renewal SMS Pre Packet	MC Renewal SMS No Renewal Received	Other	Grand Total
July 2024	8,068	8,168	5,639	1,018	13,349	5,814	18,205	60,261
August 2024								
September 2024								
October 2024								
November 2024								
December 2024								
January 2025								
February 2025								
March 2025								
April 2025								
May 2025								
June 2025								
<b>Grand Total</b>	8,068	8,168	5,639	1,018	13,349	5,814	18,205	60,261



Text Messaging Summary			
Month	CW HSP	MC 65+	Grand Total
July 2024	16,889	1,316	18,205
August 2024			
September 2024			
October 2024			
November 2024			
December 2024			
January 2025			
February 2025			
March 2025			
April 2025			
May 2025			
June 2025			
<b>Grand Total</b>	16,889	1,316	18,205



\*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.

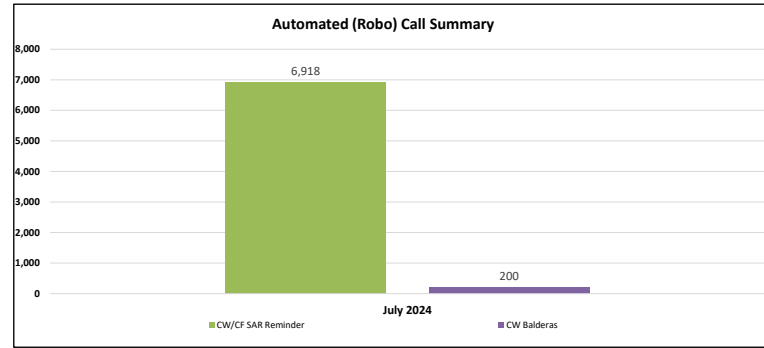
\*Note: PR Text Message Summary methodology updated to count CW/CF Household once. These household's are sent one text message. CW/CF households are included in CW Text Message Count.

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

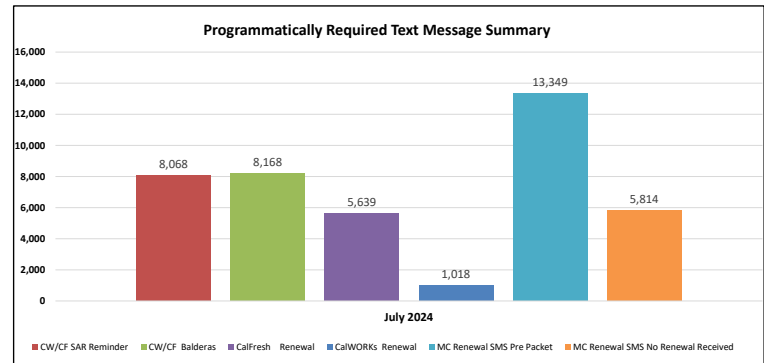
Report Data Month: 7/2024  
Report Run Date: 08/05/2024

July 2024

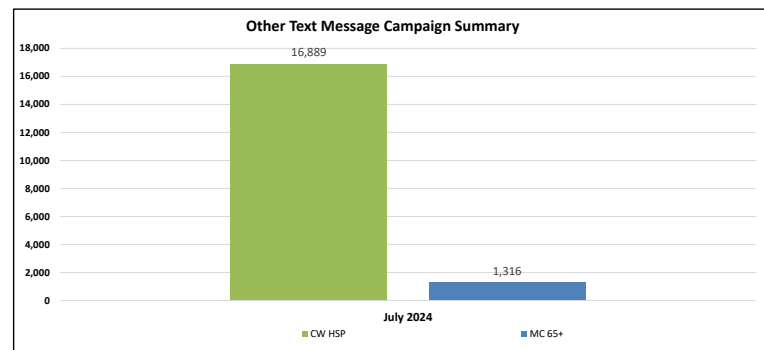
Automated (Robo) Call Summary	Program		
Month	CW/CF SAR Reminder	CW Balderas	Grand Total
July 2024	6,918	200	7,118
<b>Grand Total</b>	<b>6,918</b>	<b>200</b>	<b>7,118</b>



Text Messaging Summary	Program							
Month	CW/CF SAR Reminder	CW/CF Balderas	CalFresh Renewal	CalWORKs Renewal	MC Renewal SMS Pre Packet	MC Renewal SMS No Renewal Received	Other	Grand Total
July 2024	8,068	8,168	5,639	1,018	13,349	5,814	18,205	60,261
<b>Grand Total</b>	<b>8,068</b>	<b>8,168</b>	<b>5,639</b>	<b>1,018</b>	<b>13,349</b>	<b>5,814</b>	<b>18,205</b>	<b>60,261</b>



Text Messaging Summary	Special Campaign		
Month	CW HSP	MC 65+	Grand Total
July 2024	16,889	1,316	18,205
<b>Grand Total</b>	<b>16,889</b>	<b>1,316</b>	<b>18,205</b>



Report Data Month: 07/2024  
Report Run Date: 08/05/2024















Community Based Organizations Medi-Cal Referrals

07/2024-07/2024

Table with columns: CBO, Total. Lists various community-based organizations and their total Medi-Cal referral counts, such as Family Health Centers of San Diego (465), 211 San Diego (358), Scripps Health (264), etc.





Community Based Organizations CalWORKS Referrals

07/2024-07/2024

CalWORKS Application Referrals by Application Status		CW Referrals																	
CBO	Total	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18
La Maestra Community Health Centers	17																		
Chava Vista Community Collaborative	5																		
Family Health Centers of San Diego	3																		
Vista Community Clinic	1																		
Clear Family	1																		
Catholic Charities Diocese of San Diego - Homeless Services	1																		
Healthcare in Action - San Diego	1																		
Indian Health Council Inc.	1																		
Interfaith Community Services	1																		
McKusick Institute South Bay Regional Recovery	1																		
Redy Childrens Hospital	1																		
San Pedro Health Center	1																		
Sharon Health	1																		
Shoreline Community Services	1																		
Woodward Local	1																		
ET Sol NEC	0																		
211 Orange County	0																		
211 San Diego	0																		
Access to Independence of San Diego Inc	0																		
Advocates & Mentor-Care Assistance	0																		
AHF HEALTHCARE CENTERS	0																		
Aid Finders	0																		
Albino Santa Rosa Community Health Centers	0																		
Alpha Lofts	0																		
Alpha Project for the Homeless	0																		
Alvarado Hospital LLC	0																		
Aurora Healthcare Center	0																		
Banfield Community Center	0																		
Bonita Family Resource Center	0																		
Borrero Community Health Foundation	0																		
Borrego Health	0																		
Budhathu Tai Chi Medical Foundation	0																		
CA Department of State Hospitals	0																		
Capella Comprehensive Treatment Center	0																		
Carle Manor Nursing and Rehabilitation Center	0																		
Catholic Charities San Diego	0																		
Catholic Charities Diocese of San Diego	0																		
Catholic Charities of Los Angeles	0																		
Catholic Charities of Orange County	0																		
CCC Health Services Department	0																		
Center for Health Communities	0																		
Center Star ACT	0																		
Change Lives Youth Support Services	0																		
CHOC	0																		
Clinica Del Camino Real Inc	0																		
Community of Orange County Community Health Center	0																		
Code for America	0																		
Community Care Center	0																		
Community Health Systems, Inc - Mission Valley	0																		
Community Research Foundation	0																		
Community Research Foundation Senior Impact	0																		
Community Resource Center	0																		
Compassion Inc	0																		
Conifer Health Solutions	0																		
COF	0																		
Corona Health System	0																		
Crysalis Stars	0																		
Daaf Community Services of San Diego	0																		
Daaf - Office of the Public Guardian	0																		
DownTown Impact	0																		
Dura Living Inc	0																		
Elavite Patient Financial Solutions	0																		
Elavite PFS	0																		
Escondido Comprehensive Treatment Center	0																		
Evans Hospice	0																		
Family Health Centers of San Diego - Sheriff's	0																		
Financial Security Designs	0																		
FIND Food Bank	0																		
FinSecure	0																		
Gary and Mary West Pace	0																		
GI TH HEALTH	0																		
Golden Valley Health Center	0																		
HAS	0																		
HERALD CHRISTIAN HEALTH CENTER	0																		
Home Start Call Fresh Grant	0																		
Hospital Association of Southern California	0																		
Imperial Center for Women and Children	0																		
Imperial Beach Community Clinic	0																		
Ins Vets Youth Projects dba IYAP	0																		
Jackson House Temecula	0																		
Jewish Family Service	0																		
Jewish Pathways Inc	0																		
K Street Force	0																		
Libertaria Home Health	0																		
Libertaria Home Health	0																		
Los Angeles County CSC B	0																		
Marin City Health and Wellness	0																		
MediCity	0																		
Medi-Cal Registration Specialists	0																		
Mental Health Systems TUMH - Alhambra Wellness Center	0																		
Mental Health Systems TUMH BHS Action Central	0																		
Mental Health Systems TUMH BHS Action Central	0																		
Metro Community Ministries Inc	0																		
Mississippi Redcross	0																		
MiraCosta College	0																		
Missionary Shadow	0																		
Nashvare Inc	0																		
National Care Advisors	0																		
Neighborhood Health Care	0																		
Neighborhood Health Insurance Center	0																		
Neighborhood Healthcare	0																		
NEHS	0																		
Office of the Federal Public Defender	0																		
Paradise Senior Services	0																		
Pediatric Health	0																		
Paradise Valley Health	0																		
Paradise Valley Healthcare Center	0																		
Parallon	0																		
Park Avenue Healthcare Center	0																		
Park Equality Center	0																		
Providence Healthcare Center	0																		
Providence Health & Services	0																		
Reconnecting Hope For Refugees	0																		
Reverb Pathway	0																		
Reverb Start, Inc	0																		
Safe Connections	0																		
St. John's Community Health	0																		
San Diego Behavioral Healthcare Coverage	0																		
San Diego Family Care	0																		
San Diego Food Bank	0																		
San Diego Freedom Ranch	0																		
San Diego Post-Acute	0																		
San Diego Regional Center	0																		
San Diego Rescue Mission	0																		
San Diego Unified School District	0																		
San Diego Unified School District	0																		
San Pedro Health	0																		
Santa Barbara County Education Office	0																		
Scopus Health	0																		
Seas MFL	0																		

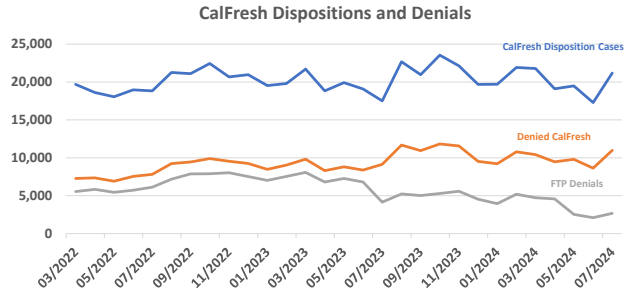






**CalFresh Denials in the Month Regardless of Application Date  
from Disposition Report**

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%





Months	Count of Case Number
Jun-23	7,644
Jul-23	2,595
Aug-23	10,675
Sep-23	8,854
Oct-23	9,968
Nov-23	10,121
Dec-23	7,700
Jan-24	6,269
Feb-24	8,381
Mar-24	9,103
Apr-24	9,622
May-24	13,441
Jun-24	11,100
Jul-24	11,459
<b>Grand Total</b>	<b>126,932</b>

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

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



## Monthly Medi-Cal Renewal Report

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

Medi-Cal Renewals	Data as of 12/31				Data as of 1/31				Data as of 2/29				Data as of 3/31				Data as of 4/30				Data as of 5/31			
	Dec-23	%	Dec-23	%	Jan-24	%	Jan-24	%	Feb-24	%	Feb-24	%	Mar-24	%	Mar-24	%	Apr-24	%	Apr-24	%	May-24	%	May-24	%
Total Medi-Cal Renewals Due	58,313	100%	58,313	100%	47,936	100%	47,936	100%	51,565	100%	51,565	100%	55,858	100%	55,858	100%	50,513	100%	50,513	100%	48,530	100%	48,530	100%
Total Medi-Cal Renewals Auto Renewed	26,371	45%	26,371	45%	21,176	44%	21,176	44%	22,026	43%	22,026	43%	25,149	45%	25,149	45%	22,260	44%	22,260	44%	21,209	44%	21,209	44%
Total Medi-Cal Renewals Renewed via Combo Case*	10,415	18%	17,979	31%	9,619	20%	15,311	32%	8,556	17%	16,116	31%	8,419	15%	17,346	31%	7,767	15%	16,652	33%	7,939	16%	17,123	35%
Total Medi-Cal Renewal Packets Mailed	20,706	36%	20,706	36%	16,689	35%	16,689	35%	20,292	39%	20,292	39%	21,621	39%	21,621	39%	19,851	39%	19,851	39%	18,805	39%	18,805	39%
Packets Received, Not Yet Processed	1,059	2%	7,506	13%	1,055	2%	6,512	14%	792	2%	7,786	15%	1,284	2%	7,440	13%	1,022	2%	6,247	12%	752	2%	5,347	11%
Total Medi-Cal Renewals Completed	36,786	63%	44,350	76%	30,795	64%	36,487	76%	30,582	59%	38,142	74%	33,568	60%	42,495	76%	30,027	59%	38,912	77%	29,148	60%	38,332	79%
Total Medi-Cal Renewals Pending Receipt	20,468	35%	6,457	11%	16,086	34%	4,937	10%	20,191	39%	5,637	11%	21,006	38%	5,923	11%	19,464	39%	5,354	11%	18,630	38%	4,851	10%

Medi-Cal Renewals	Data as of 6/30				Data as of 7/31				Data as of 8/31				Data as of 9/30	
	Jun-24	%	Jun-24	%	Jul-24	%	Jul-24	%	Aug-24	%	Aug-24	%	Sep-24	%
Total Medi-Cal Renewals Due	38,857	100%	38,857	100%	33,032	100%	33,032	100%	33,538	100%	33,538	100%	36,923	100%
Total Medi-Cal Renewals Auto Renewed	17,523	45%	17,523	45%	14,729	45%	14,729	45%	15,151	45%	15,151	45%	14,727	40%
Total Medi-Cal Renewals Renewed via Combo Case*	8,882	23%	14,924	38%	8,371	25%	13,298	40%	8,850	26%	9,951	30%	10,899	30%
Total Medi-Cal Renewal Packets Mailed	11,784	30%	11,784	30%	9,438	29%	9,438	30%	9,149	27%	9,149	30%	10,915	30%
Packets Received, Not Yet Processed	974	3%	3,574	9%	863	3%	2,665	8%	337	1%	2,242	7%	532	1%
Total Medi-Cal Renewals Completed	26,405	68%	32,447	84%	23,100	70%	28,027	85%	24,001	72%	25,102	75%	25,626	69%
Total Medi-Cal Renewals Pending Receipt	11,478	30%	2,836	7%	9,069	27%	2,340	7%	9,200	27%	6,194	18%	10,765	29%

Source: Daily RRR Status Report  
 \*Combo: Medi-Cal With Active CF/GR/CW  
 Report Date: 08/01/2024