

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

**MEETING NOTICE: In Person**  
Chula Vista Live Well Center  
South Conference Room  
690 Oxford St. Chula Vista, CA 91911  
Phone (619) 338-2932

**Public Video Viewing/Comment Option:**  
<https://sdcounty-ca-gov.zoom.us/j/83055301655>

**February 12, 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 January 8, 2025 Meeting Minutes

**PUBLIC COMMENTS**

- 9:33 - 9:40     3. Guidelines for Public Comment on Items not listed on the agenda:
- Members of the public may request to speak about any issue within the purview of the Board
  - Each speaker will be limited to three (3) minutes
  - Board members may not discuss or take action on issues raised during public comment unless the issue is listed in this Agenda

**PRESENTATIONS/DISCUSSION ITEMS**

- 9:40 – 10:40     4. **Information Item:** Tour of the Chula Vista Live Well Center: Brenda Vargas-Ramirez, Chief, Self-Sufficiency Services, Health and Human Services Agency (HHSA)
- 10:40 – 10:45     5. **Discussion Item:** SSAB Member Sharing, Comments, and Topics of Interest: All Social Services Advisory Board Members
- 10:45 – 11:15     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)
- 11:15 – 11:30     7. **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 March 12, 2025 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  
HEALTH AND HUMAN SERVICES AGENCY  
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/89696196900>

**SSAB Meeting Minutes  
January 8, 2025**

**Members Present**

Vino Pajanor  
Jan Spencley  
Robin Maxson  
Daniela Murphy  
Lori Brown  
Andrea Gonzalez  
Rachel Morineau  
Greg Anglea  
Phil Thalheimer

**Members Absent**

**Staff Present**

Alberto Banuelos, HHSA  
Assmaa Elayyat, HHSA  
Adriana Ramirez, HHSA  
Allison Boyer, HHSA  
Jeannie Hufford, HHSA  
Janelle Jones-Phillips, HHSA  
Yenissa Salgado, HHSA  
Alberto Garcia, HHSA  
Claudia Gurrola, HHSA  
Yesenia Ojeda, HHSA  
Ismael Lopez, HHSA  
Michael Schmidt, HHSA  
Patty Baker, HHSA  
Nina Olivas, HHSA

**Guests**

Lindsey Wade, Hospital Assoc. of SD & Imperial Counties  
Stephanie Phann, Hospital Assoc. of SD & Imperial Counties  
Jack Dailey, 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  
Virginia Casey, San Diego Hunger Coalition  
Dan Castillo, SEIU  
Kimberly Smith, HHSA Staff

1. Meeting called to order at 9:33 by Chair, Vino Pajanor.
2. The December 11, 2024 Meeting Minutes were approved, with 8 Board Members voting yes and 1 abstention.
3. Public Comments:
  - No public comment
4. **Action Item:** Nomination and Selection of the 2025 SSAB Chair and Vice-Chair. Vino Pajanor was re-elected as 2025 Chair (9 yes, 0 no, 0 abstain). Jan Spencley was re-elected as 2025 Vice Chair (9 yes, 0 no, 0 abstain).

5. **Discussion Item:** SSAB Member Sharing, Comments, and Topics of Interest: All Social Services Advisory Board Members. Vice Chair Jan Spencley suggested discussing the Governor's budget at the next meeting. Robin Maxson raised concerns about new County park parking fees and suggested a pass to encourage healthy activity. Phil Thalheimer and Greg Anglea emphasized promoting healthier eating for CalFresh recipients and exploring best practices for future discussions.
6. **Presentation Item:** Introduction and Updates, Health & Human Services Agency: Dr. Kimberly Giardina, Deputy Chief Administrative Officer, Health & Human Services Agency (HHSA). Dr. Giardina shared an introduction on her background as a San Diego native and her 24 years at the County, including her previous position as the Director of the Child and Family Wellbeing department. She shared her main priorities for the Health & Human Services Agency, which includes: a strong focus on equity and inclusion by addressing systemic disparities in child welfare, housing, and health services. Efforts to reduce poverty are underway through guaranteed income programs aimed at supporting at-risk families, with ongoing evaluations to improve their effectiveness. She also shared that mental health remains a priority, with initiatives to support workforce well-being and the promotion of the HOPE framework. In the areas of housing and homelessness, Dr. Giardina mentioned that strategies will be data-driven, emphasizing prevention and expanding affordable housing. Lastly, strengthening emergency preparedness and response efforts is a key focus to enhance crisis coordination and readiness.
7. **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 that the California State Legislature has begun a new two-year legislative cycle in 2025, with a deadline of February 24 to introduce new bills, and temporary federal appropriations for programs such as SNAP and TANF are in place through March. She shared an update regarding the incoming federal administration, with the potential regulatory changes, executive orders, and the use of legislative tools like the Congressional Review Act may impact existing policies. Ms. Elayyat shared that the potential impacts include reduced humanitarian protections, cuts to SNAP and Medicaid, withheld disaster aid, civil service vacancies, hiring freezes, \$2 trillion in federal spending cuts, as well as a policy eliminating 10 regulations for every new one may also be implemented.
8. **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 shared data from the new monthly Medi-Cal failure-to-provide report: in December, 44% of applications were denied, with 265 due to missing information. For ongoing cases, 18,000 were discontinued (3.4% of total), with 60% for the same reason. She stated that higher volumes were due to open enrollment and Covered California transitions and processing efforts increased to utilize temporary federal waivers, though their future is uncertain.
9. **Action Item:** Proposed Meeting Location for the February 12, 2025 SSAB Meeting: Chula Vista Live Well Center, 690 Oxford Street Chula Vista, CA 91911: All Social Services Advisory Board Members. Mr. Rick Wanne shared with the Members that the Chula Vista Live Well Center, one of the Self-Sufficiency Services' locations, had recently undergone a significant renovation and proposed to host the next meeting there along with a tour of the building. All Board Members present voted yes, to hold the February 12, 2025, SSAB Meeting at Chula Vista Live Well Center.

**ADJOURNMENT/SET NEXT MEETING:**

The meeting was adjourned at 11:28 a.m. Next regular meeting will be held on February 12, 2025.

# ITEM #4: TOUR OF THE CHULA VISTA LIVE WELL CENTER

*Brenda Vargas-Ramirez, Chief, Self-Sufficiency Services  
Health and Human Services Agency (HHS)*



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

*All Social Services Advisory Board Members*



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

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



# Federal Funding Freeze

## Office of Management and Budget (OMB) Memorandum M-25-13

- Federal memo issued to “freeze” all Federal funding and assistance payments
- Memo temporarily blocked by Federal judge
- Several jurisdictions including California filed lawsuits
- Memo rescinded by the Federal administration
- Uncertainty remains as other federal programs and funding sources have been paused



# Federal Actions

## Presidential Memo Issued January 20, 2025

- Regulatory freeze – the Federal administration has directed all Federal agencies to cease proposing or issuing any rulemaking until it has been reviewed and approved by leadership
- Federal agencies also asked to consider postponing the effective date for any rules that have been published in the Federal Register for an additional 60 days





# Federal Actions

## Executive Orders

- Executive Order 14013 “Realigning the United States Refugee Admission Program” suspends refugee resettlements for at least 4 months, including cancelling travel plans for refugees already cleared to resettle in the United States
- Executive Order 14165 “Securing Our Borders” revokes humanitarian parole program that benefited Cubans, Nicaraguans, Venezuelans, and Haitians
- Executive Order 14159 “Protecting the American People Against Invasion” closes the border to asylum seekers, without any exceptions



# ITEM #7: UPDATE ON PHE LIFT FOR PUBLIC ASSISTANCE PROGRAMS, WAIVERS, ENROLLMENT, SERVICE DELIVERY, DATA

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



# 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) is working on rolling out new EBT chip-tap cards and functionality statewide
- Counties have received new EBT printers and cards
- Vendors have updated Point of Sale (POS) devices
  - Pilot tests occurred in Los Angeles and Yolo Counties
- New cards will be issued to EBT holders and must be activated within 180 days



# CalFresh Overview

## Program Updates

- Self-Sufficiency Services continues to see rampant EBT skimming and scamming theft occurring and is working closely with the California State Department of Social Services and the Bureau of Public Assistance Investigations
- Hot Foods waiver available in San Diego County through **March 10<sup>th</sup>** as a result of recent Los Angeles County fires
- Update on the following waivers granted by the Food and Nutrition Services (FNS):
  - Able Bodied Adults Without Dependents – CA waiver extended through **October 31, 2025**
  - Reinstatement waiver extended from July 1, 2022 through June 30, 2027



# BUY HOT AND PREPARED FOOD WITH CalFresh EBT!

The Hot Foods Waiver allows households participating in CalFresh to purchase hot and prepared food with their Electronic Benefit Transfer (EBT) card.

All CalFresh participants may purchase hot and prepared food at any authorized retailer that accepts EBT.



## HOT AND PREPARED FOOD ACCESS

- WHO?  
Anyone who receives CalFresh
- WHAT?  
Access to hot and prepared food
- WHERE?  
San Diego County authorized EBT food retailers
- WHEN?  
Now through March 10, 2025



FOR A LIST OF EBT  
AUTHORIZED RETAILERS  
CLICK THE LINK BELOW:

[Snap Retailer Locator](#)



# 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



# 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**

- Reinstatement of 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

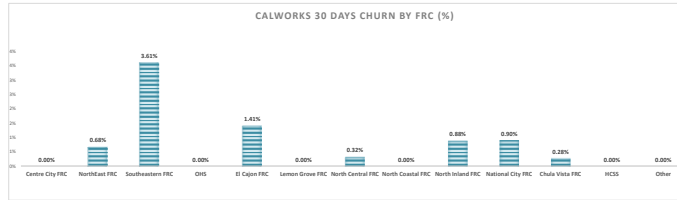
Revised: 02/01/2025

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

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	01/27/2025: Active bill - In Committee Process - Read first Time.

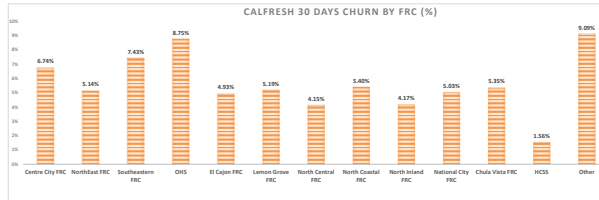
### January 2025 CalWORKS Churn Report

	Total CW App Received	Total CW App Received(%)	Initial App	Initial App(%)	Application Received benefit-previous 30 days	Application Received benefit-previous 30 days(%)	Application Received benefit-previous 60 days	Application Received benefit-previous 60 days(%)	Application Received benefit-previous 90 days	Application Received benefit-previous 90 days(%)	Application Received benefit-previous 120 days	Application Received benefit-previous over 120 days	Application Received benefit-previous over 120 days(%)
Centre City FRC	8	100.00%	8	100.00%	0	0.00%	0	0.00%	0	0.00%	0	0	0.00%
NorthEast FRC	166	100.00%	114	77.40%	17	10.24%	8	4.82%	6	3.61%	1	0.60%	0.36%
Southeastern FRC	309	100.00%	269	86.89%	17	5.47%	8	2.59%	3	0.97%	0	0	0.00%
OHS	1	100.00%	1	100.00%	0	0.00%	0	0.00%	0	0.00%	0	0	0.00%
El Cajon FRC	364	100.00%	299	82.17%	0	0.00%	2	0.55%	1	0.27%	1	0.27%	0.07%
Lemon Grove FRC	111	100.00%	167	49.27%	0	0.00%	3	2.70%	3	2.70%	3	2.70%	2.43%
North Central FRC	313	100.00%	253	80.51%	1	0.32%	0	0.00%	0	0.00%	0	0	0.00%
North Coastal FRC	235	100.00%	193	82.13%	0	0.00%	2	0.85%	1	0.43%	0	0	0.00%
North Inland FRC	395	100.00%	265	67.10%	0	0.00%	1	0.25%	1	0.25%	0	0	0.00%
National City FRC	291	100.00%	199	68.39%	2	0.69%	4	1.37%	2	0.69%	2	0.69%	0.24%
Chula Vista FRC	354	100.00%	254	71.75%	1	0.28%	3	0.85%	2	0.56%	1	0.28%	0.28%
HCSS	8	100.00%	8	100.00%	0	0.00%	0	0.00%	0	0.00%	0	0	0.00%
Other	1	100.00%	1	100.00%	0	0.00%	0	0.00%	0	0.00%	0	0	0.00%
<b>SD County</b>	<b>2,527</b>	<b>100.00%</b>	<b>1,892</b>	<b>74.87%</b>	<b>25</b>	<b>0.99%</b>	<b>25</b>	<b>0.99%</b>	<b>17</b>	<b>0.67%</b>	<b>10</b>	<b>0.39%</b>	<b>0.16%</b>



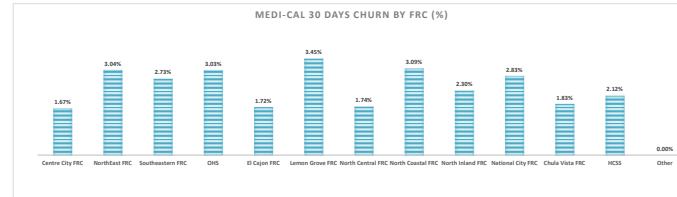
### January 2025 CalFresh Churn Report

	Total CF App Received	Total CF App Received(%)	Initial App	Initial App(%)	Application Received benefit-previous 30 days	Application Received benefit-previous 30 days(%)	Application Received benefit-previous 60 days	Application Received benefit-previous 60 days(%)	Application Received benefit-previous 90 days	Application Received benefit-previous 90 days(%)	Application Received benefit-previous 120 days	Application Received benefit-previous over 120 days	Application Received benefit-previous over 120 days(%)
Centre City FRC	1,944	100.00%	1,054	54.22%	331	17.02%	80	4.12%	60	3.09%	51	2.62%	1.34%
NorthEast FRC	1,889	100.00%	1,152	61.04%	56	2.96%	64	3.42%	55	2.91%	39	2.07%	
Southeastern FRC	1,683	100.00%	879	52.20%	105	6.24%	69	4.09%	53	3.15%	39	2.32%	1.37%
OHS	80	100.00%	32	40.00%	7	8.75%	4	5.00%	7	8.75%	3	3.75%	4.63%
El Cajon FRC	2,254	100.00%	1,206	53.46%	111	4.92%	88	3.91%	69	3.06%	73	3.24%	1.42%
Lemon Grove FRC	1,658	100.00%	853	51.45%	83	5.00%	80	4.82%	67	4.04%	43	2.59%	1.57%
North Central FRC	3,751	100.00%	2,116	56.41%	156	4.16%	131	3.49%	111	2.96%	71	1.89%	0.48%
North Coastal FRC	2,426	100.00%	1,420	58.53%	114	4.69%	76	3.13%	60	2.47%	40	1.65%	0.66%
North Inland FRC	1,027	100.00%	1,746	69.30%	128	12.47%	52	5.06%	88	8.56%	70	6.82%	6.64%
National City FRC	1,928	100.00%	741	38.43%	103	5.34%	53	2.75%	28	1.45%	18	0.93%	0.48%
Chula Vista FRC	3,059	100.00%	1,836	59.96%	183	5.98%	113	3.70%	99	3.24%	60	1.96%	0.62%
HCSS	258	100.00%	161	62.40%	4	1.55%	3	1.17%	3	1.17%	8	3.10%	1.16%
Other	11	100.00%	6	54.55%	1	9.09%	0	0.00%	1	9.09%	0	0.00%	0.00%
<b>SD County</b>	<b>23,349</b>	<b>100.00%</b>	<b>13,379</b>	<b>57.30%</b>	<b>1,284</b>	<b>5.49%</b>	<b>823</b>	<b>3.52%</b>	<b>691</b>	<b>2.96%</b>	<b>473</b>	<b>2.03%</b>	<b>0.87%</b>



### January 2025 Medi-Cal Churn Report

	Total MC App Received	Total MC App Received(%)	Initial App	Initial App(%)	Application Received benefit-previous 30 days	Application Received benefit-previous 30 days(%)	Application Received benefit-previous 60 days	Application Received benefit-previous 60 days(%)	Application Received benefit-previous 90 days	Application Received benefit-previous 90 days(%)	Application Received benefit-previous 120 days	Application Received benefit-previous over 120 days	Application Received benefit-previous over 120 days(%)
Centre City FRC	1,017	100.00%	749	73.26%	17	1.67%	16	1.57%	22	2.16%	14	1.38%	1.37%
NorthEast FRC	992	100.00%	728	73.39%	28	2.82%	16	1.61%	18	1.81%	11	1.10%	1.10%
Southeastern FRC	1,064	100.00%	738	69.24%	29	2.72%	25	2.35%	30	2.82%	26	2.44%	2.29%
OHS	31	100.00%	26	83.87%	1	3.23%	0	0.00%	0	0.00%	0	0.00%	0.00%
El Cajon FRC	1,954	100.00%	1,059	54.19%	89	4.55%	18	0.92%	21	1.07%	27	1.38%	0.67%
Lemon Grove FRC	567	100.00%	363	64.00%	33	5.82%	20	3.53%	22	3.89%	16	2.82%	
North Central FRC	2,298	100.00%	1,700	74.02%	59	2.57%	38	1.66%	43	1.87%	39	1.70%	0.74%
North Coastal FRC	2,037	100.00%	1,502	73.79%	43	2.11%	43	2.11%	43	2.11%	47	2.31%	1.13%
North Inland FRC	2,428	100.00%	1,872	77.06%	37	1.52%	31	1.27%	35	1.44%	37	1.52%	0.62%
National City FRC	913	100.00%	474	51.91%	20	2.19%	14	1.53%	16	1.75%	10	1.10%	1.20%
Chula Vista FRC	1,971	100.00%	1,176	59.66%	36	1.83%	38	1.93%	37	1.88%	114	5.80%	2.94%
HCSS	364	100.00%	259	71.18%	17	4.67%	12	3.30%	17	4.67%	11	3.02%	3.02%
Other	83	100.00%	56	67.35%	0	0.00%	0	0.00%	0	0.00%	0	0.00%	0.00%
<b>SD County</b>	<b>16,138</b>	<b>100.00%</b>	<b>10,668</b>	<b>66.14%</b>	<b>376</b>	<b>2.33%</b>	<b>286</b>	<b>1.77%</b>	<b>368</b>	<b>2.28%</b>	<b>427</b>	<b>2.65%</b>	<b>1.65%</b>





# ELIGIBILITY SERVICES BY THE NUMBERS...

February 2025 *(Data Month: January 2025)*

## PARTICIPANTS

- **CalFresh:** 405,676 recipients, up 4.17% from last year.
  - 131,570 child recipients (0-18), up 2.18% from last year.
  - 98,681 senior recipients (60+), up 5.99% from last year.
- **CalWORKs:** 52,784 recipients, up 5.16% from last year.
  - 38,483 child recipients (0-18), up 7.10% from last year.
  - Welfare-to-Work: 13,445 participants, down 10.67% from last year.
- **CMS:** 8 CMS recipients, no change from last year.
- **General Relief:** 5,988 recipients, up 23.39% from last year.
- **Medi-Cal:** 883,019 recipients, down 9.27% from last year.
  - 297,346 child recipients (0-18), down 8.19% from last year.
  - 19,689 Medi-Cal Expansion Over 50 Years.

Program	Cases	Recipients	% Change in Recipients		Unduplicated Number of Recipients (January 2024–January 2025)
			Previous Month	Previous Year	
CalFresh	241,992	405,676	-0.13%	4.17%	551,071
CalWORKs	18,465	52,784	0.15%	5.16%	73,822
CMS	8	8	33.33%	0.00%	42
General Relief	5,966	5,988	-0.78%	23.39%	16,449
Medi-Cal	512,383	883,019	-1.75%	-9.27%	1,132,143
<b>Total</b>	<b>778,814</b>	<b>1,347,475</b>	<b>-1.19%</b>	<b>-4.96%</b>	<b>1,243,281**</b>

\*Recipients include 352,533 under ACA Medicaid Coverage Expansion.

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

## PROCESSING

Applications Registered		
Program	January 2025	FYTD
CalFresh	23,224	150,125
CalWORKs	2,836	19,150
CMS	22	204
General Relief	4,310	27,361
Medi-Cal	18,214	109,716
<b>Total</b>	<b>48,606</b>	<b>306,556</b>

Renewals Generated		
Program	January 2025	FYTD
CalFresh	12,349	90,589
CalWORKs	1,390	10,945
CMS	1	19
General Relief	161	990
Medi-Cal	52,523	288,728
<b>Total</b>	<b>66,424</b>	<b>391,271</b>

Periodic Reports Generated		
Program	January 2025	FYTD
CalFresh	16,373	102,842
CalWORKs	1,676	10,257
General Relief	0	0
Medi-Cal	74	438
<b>Total</b>	<b>18,123</b>	<b>113,537</b>

Documents Imaged	
January 2025	FYTD
413,016	2,903,643

Tasks Created	
January 2025	FYTD
372,905	3,425,043

## ACCESS CUSTOMER SERVICE CENTER

Customer Service				
Month	January 2024	January 2025	Change	FYTD
Total Calls	243,089	236,520	-6,569	1,522,732
Abandoned	9,717	3,042	-6,675	29,853
Average Wait Time	2:00	0:36	-1:24	0:52

Community Based Organization (CBO)				
Month	January 2024	January 2025	Change	FYTD
Total Calls	6,958	6,813	-145	46,960
Abandoned	306	67	-239	630
Average Wait Time	3:36	1:00	-2:36	1:22

Emails Received	
January 2025	FYTD
2,858	18,554

## FAMILY RESOURCE CENTER VISITS

Month	January 2024	January 2025	Change	FYTD
Total Tickets Issued	51,291	50,730	-1%	354,350
Average Wait Time (min.)	(* -)	(* -)	N/A	

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

## Processing Timeliness Applications, Periodic Reports, and Renewals

### CalFresh

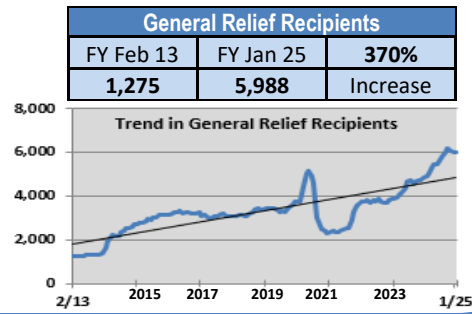
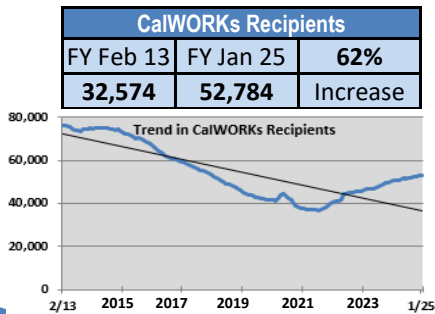
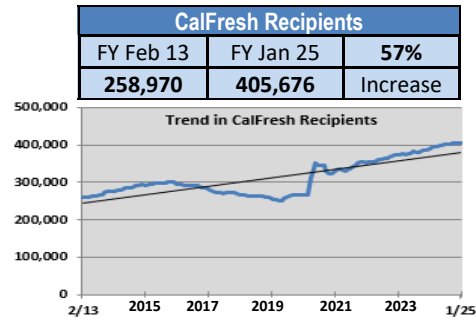
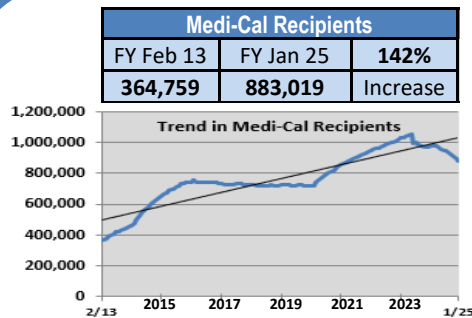
- Regular Applications: State required days to disposition = 30 Days
  - San Diego = 18 Days
- Expedited Applications: State required days to disposition = 3 Days
  - San Diego = 2 Days
- Semi-Annual Reporting Timeliness = 97%
- Annual Renewal Timeliness = 91%

### 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 = 99%
- Annual Renewal Timeliness = 91%

### Medi-Cal

- Regular Applications: State required days to disposition = 45 Days
  - San Diego = 23 Days
- Annual Renewal Timeliness = 97%



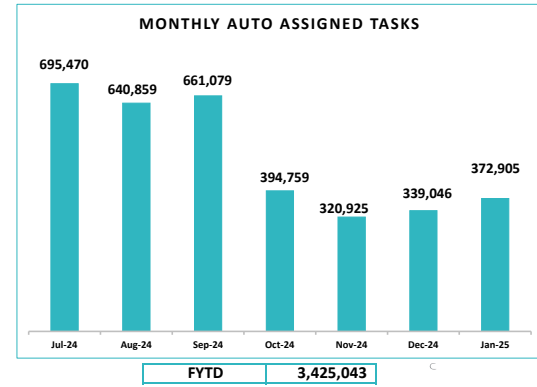
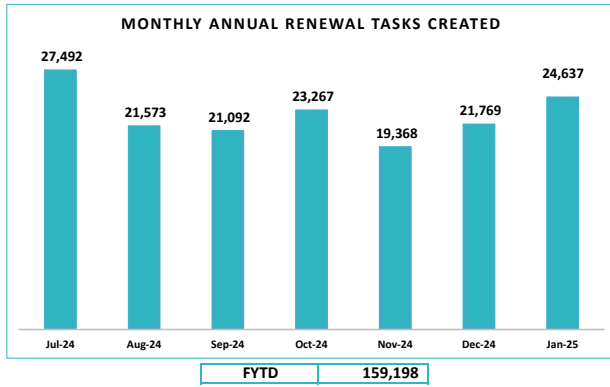
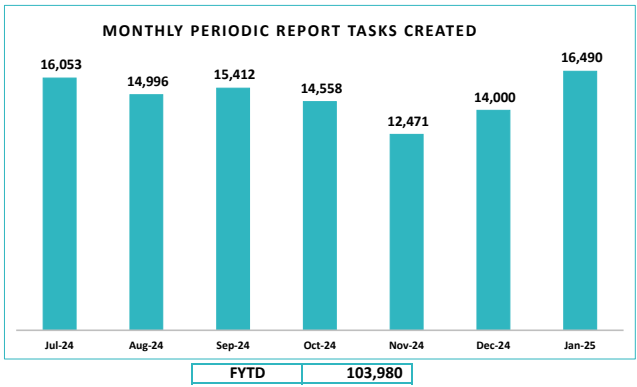
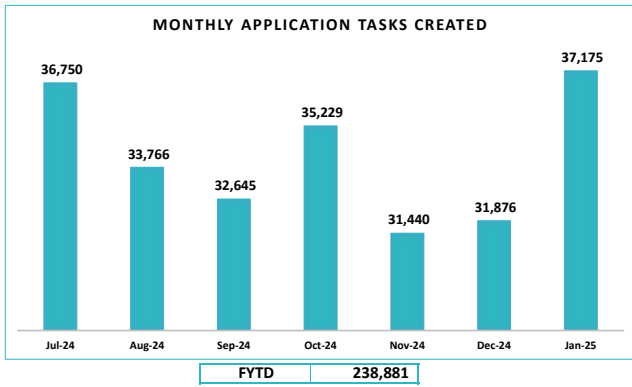
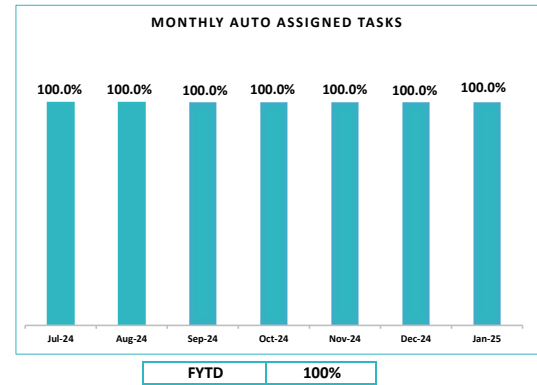
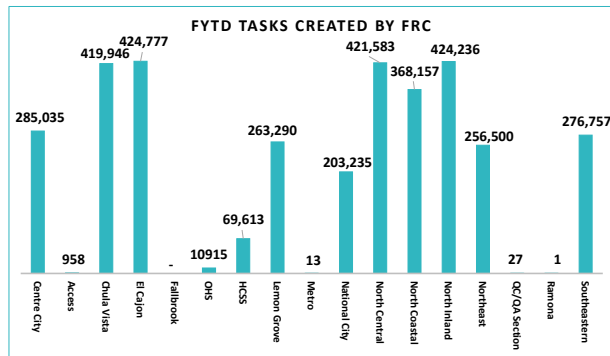
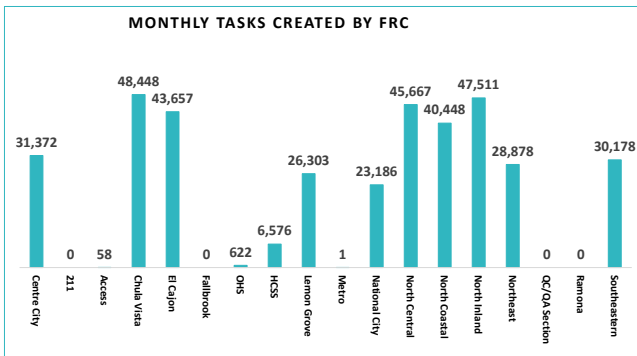
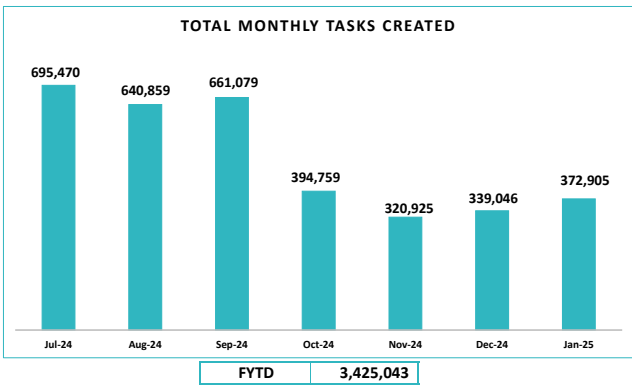
## Office of Military and Veterans Affairs (OMVA) Data Tracker

OMVA Service Delivery	January 2025	FYTD
Calls Received	2,917	27,319
Calls Received- Average Wait Times	1:29	2:51
In-Person Customer Visits	1,739	14,215
Driver's License Applications	10	59
License Plate Applications	306	1,952
College Fee Waiver Applications	161	4,209
VA Claim Appointments Made	521	4,069
VA Claim Appointments Wait Time (Business Days)	13	10
Community Events	1	28
Contacts Made at Community Events	80	995

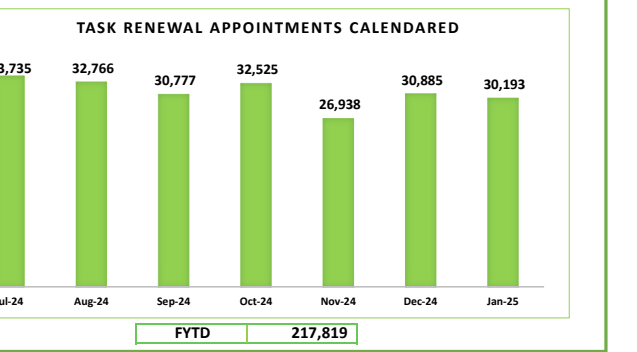
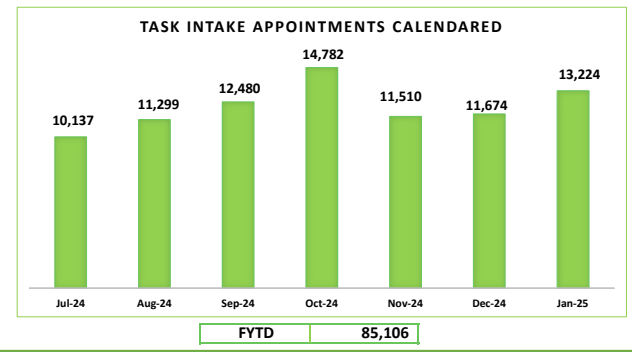
# Monthly Self-Sufficiency Services Performance Dashboard (FY 24/25)

San Diego County Data Month : January 2025

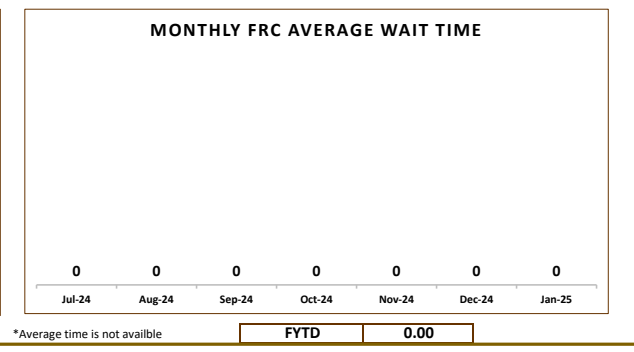
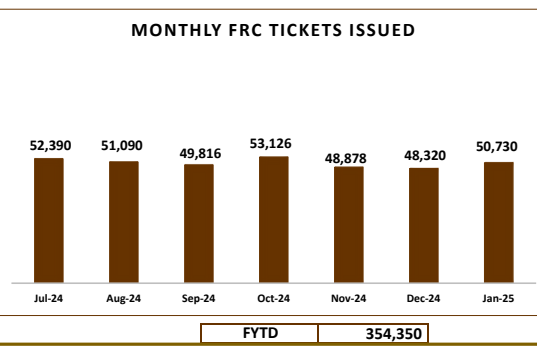
## CalSAWS Tasks Created

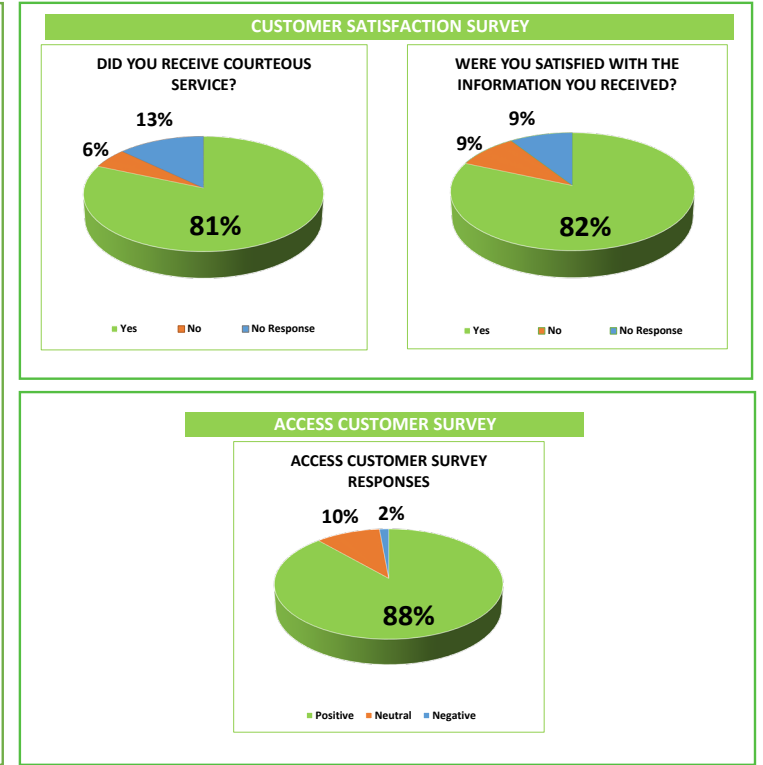
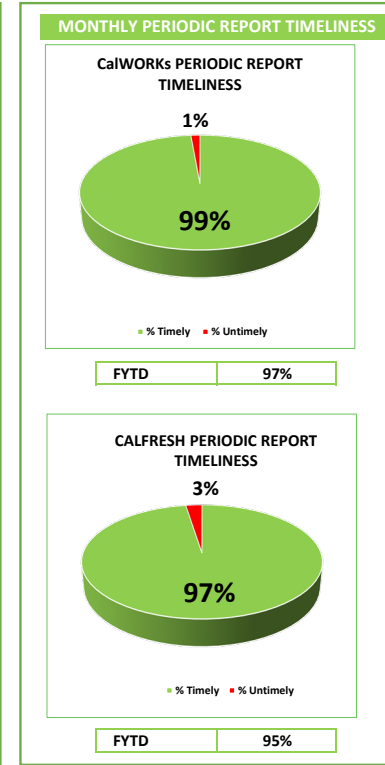
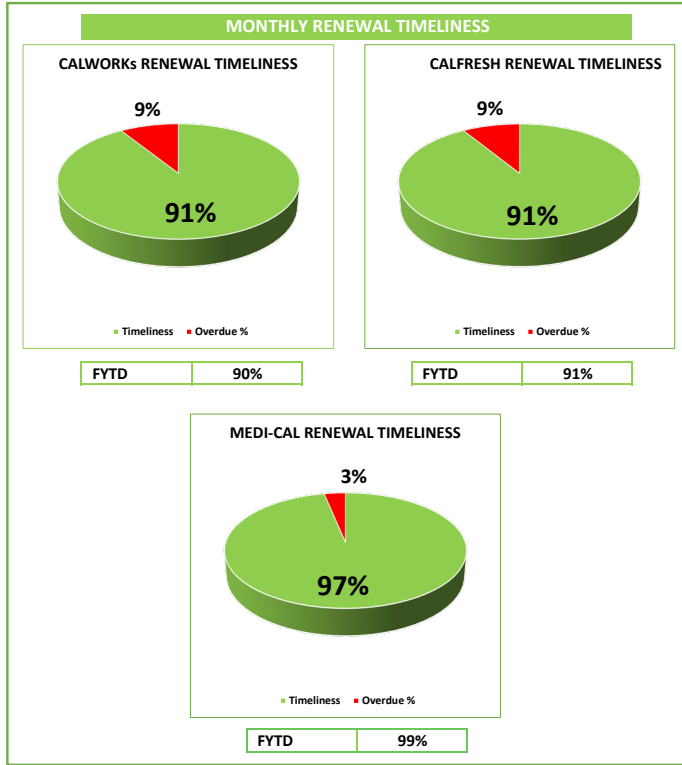
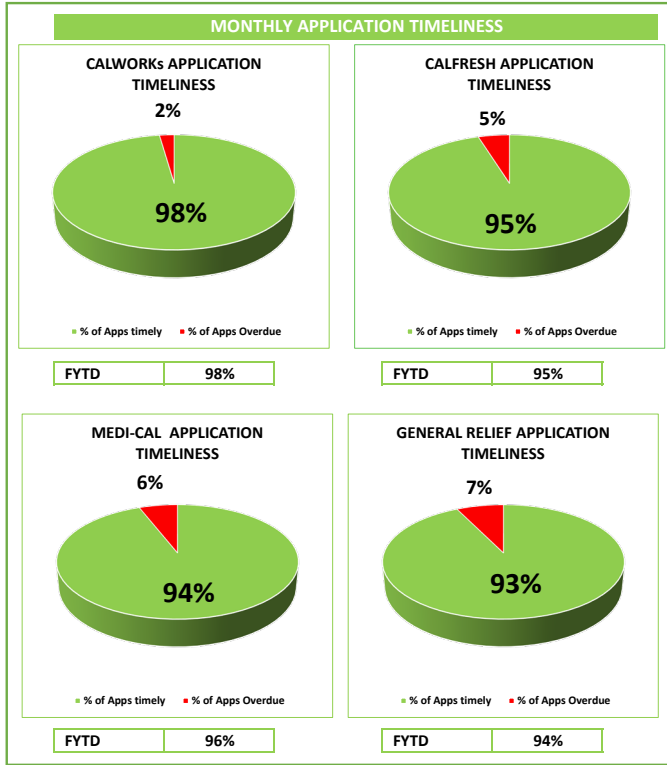


## MONTHLY CALSAWS CALENDARED APPOINTMENTS

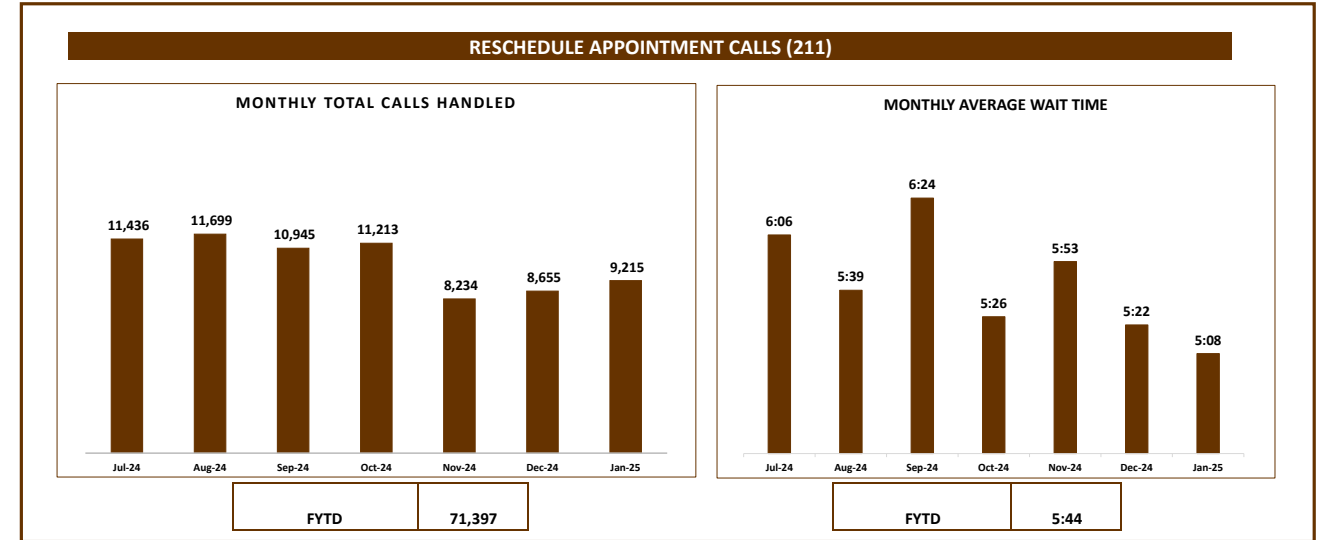
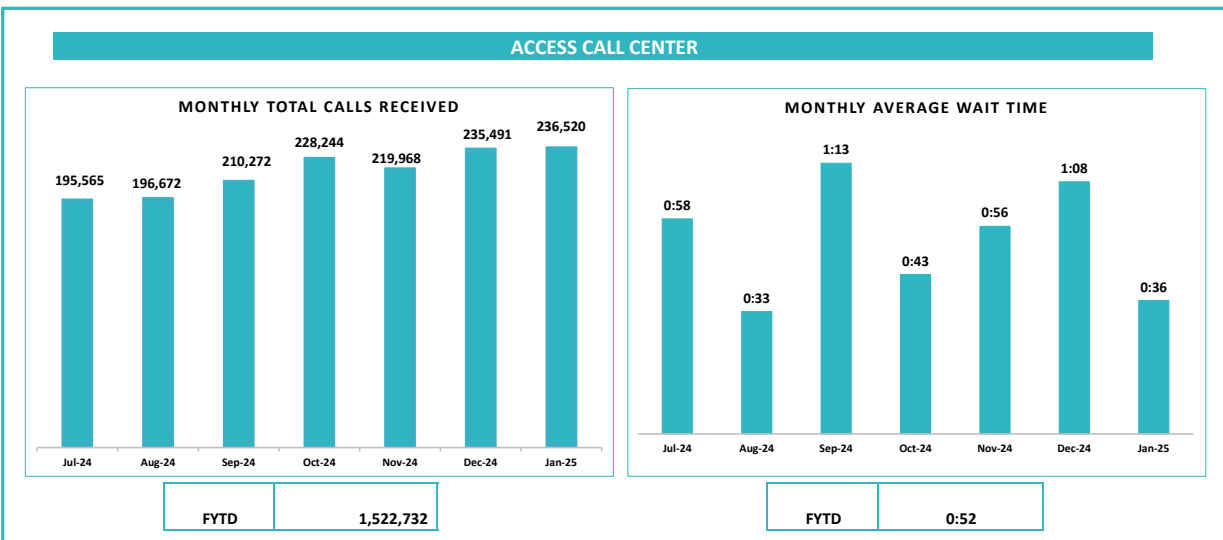


## LOBBY MANAGEMENT





ACCESS CALL CENTER

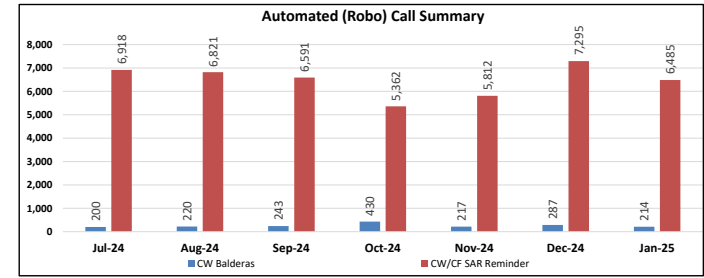




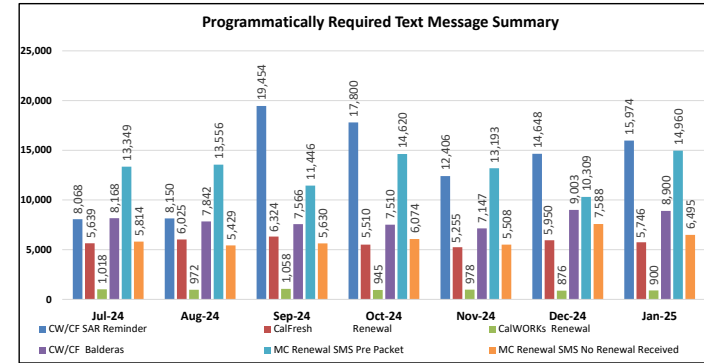


## Monthly Robo-Calls & Text Messaging Report FY 2024/2025

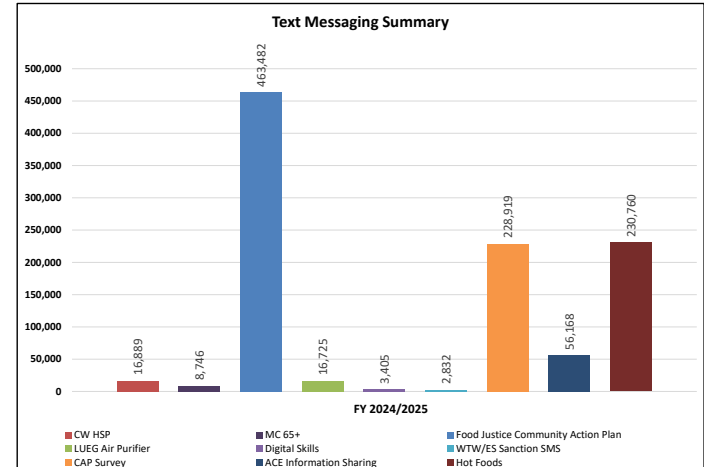
Automated (Robo) Call Summary	Program		
Month	CW/CF SAR Reminder	CW Balderas	Grand Total
July 2024	6,918	200	7,118
August 2024	6,821	220	7,041
September 2024	6,591	243	6,834
October 2024	5,362	430	5,792
November 2024	5,812	217	6,029
December 2024	7,295	287	7,582
January 2025	6,485	214	6,699
February 2025			
March 2025			
April 2025			
May 2025			
June 2025			
<b>Grand Total</b>	<b>45,284</b>	<b>1,811</b>	<b>47,095</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
August 2024	8,150	7,842	6,025	972	13,556	5,429	478,956	520,930
September 2024	19,454	7,566	6,324	1,058	11,446	5,630	1,698	53,176
October 2024	17,800	7,510	5,510	945	14,620	6,074	2,151	54,610
November 2024	12,406	7,147	5,255	978	13,193	5,508	292,380	336,867
December 2024	14,648	9,003	5,950	876	10,309	7,588	1,876	50,250
January 2025	15,974	8,900	5,746	900	14,960	6,495	232,660	285,635
February 2025								
March 2025								
April 2025								
May 2025								
June 2025								
<b>Grand Total</b>	<b>96,500</b>	<b>56,136</b>	<b>40,449</b>	<b>6,747</b>	<b>91,433</b>	<b>42,538</b>	<b>1,027,926</b>	<b>1,361,729</b>



Text Messaging Summary	Special Campaign									
Month	CW HSP	MC 65+	Food Justice Community Action Plan	LUEG Air Purifier	Digital Skills	WTW/ES Sanction SMS	CAP Survey	ACE Information Sharing	Hot Foods	Grand Total
July 2024	16,889	1,316								1,316
August 2024		1,254	463,482	10,815	3,405					478,956
September 2024		1,230		468						1,698
October 2024		1,289				862				2,151
November 2024		1,218		5,442		633	228,919	56,168		292,380
December 2024		1,200				676				1,876
January 2025		1,239				661			230,760	232,660
February 2025										
March 2025										
April 2025										
May 2025										
June 2025										
<b>Grand Total</b>	<b>16,889</b>	<b>8,746</b>	<b>463,482</b>	<b>16,725</b>	<b>3,405</b>	<b>2,832</b>	<b>228,919</b>	<b>56,168</b>	<b>230,760</b>	<b>1,011,037</b>



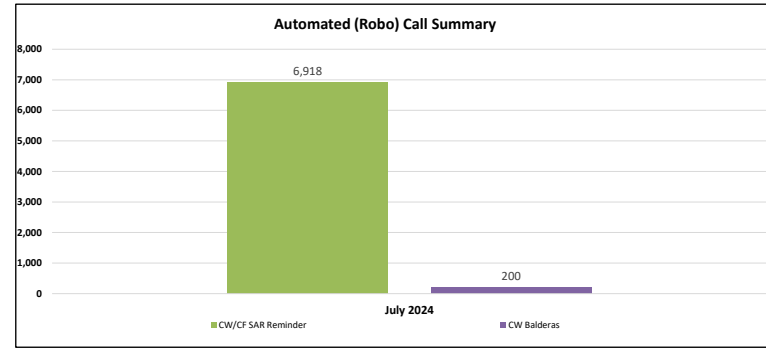
\*Note: Robo Calls have been temporarily suspended in all circumstances except for CalWORKs and CalFresh Balderas call notifications. In lieu of this, all former Robo Call recipients were reprogrammed to receive text message notifications to alert them of any upcoming case actions.

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

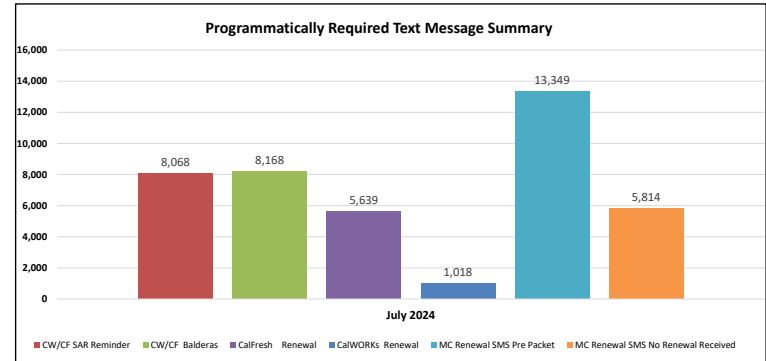
Effective 12/2020, Access is no longer doing the Monthly Consent Text Messaging RRR Campaign, nor mailing CF Packets.

July 2024

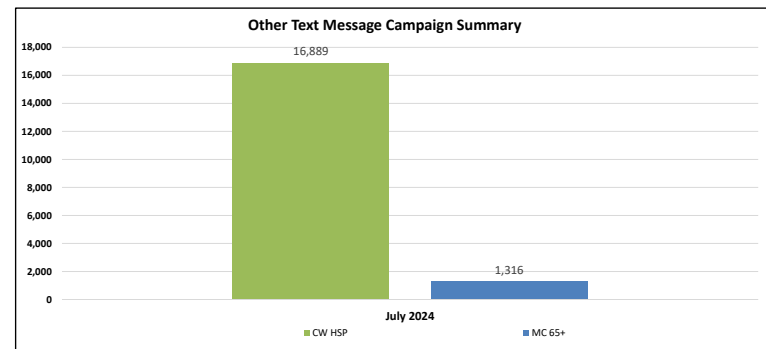
Automated (Robo) Call Summary	Program		
Month	CW/CF SAR Reminder	CW Balderas	Grand Total
July 2024	6,918	200	7,118
<b>Grand Total</b>	<b>6,918</b>	<b>200</b>	<b>7,118</b>



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>



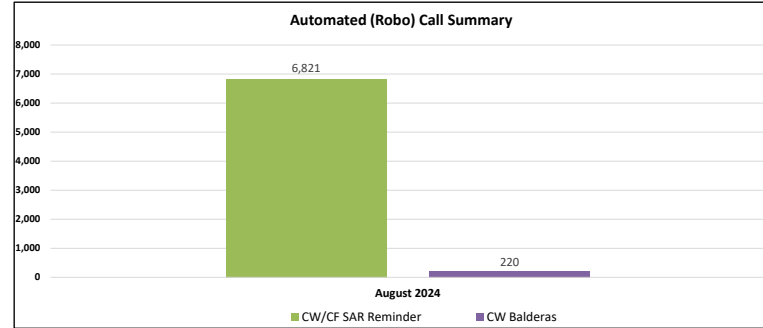
Text Messaging Summary	Special Campaign		
Month	CW HSP	MC 65+	Grand Total
July 2024	16,889	1,316	18,205
<b>Grand Total</b>	<b>16,889</b>	<b>1,316</b>	<b>18,205</b>



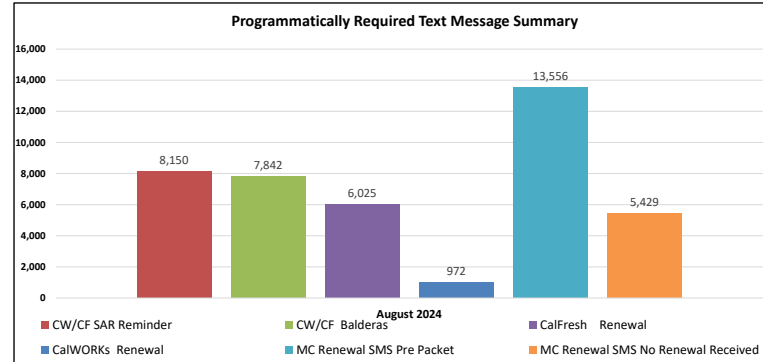
Report Data Month: 07/2024  
Report Run Date: 02/06/2025

August 2024

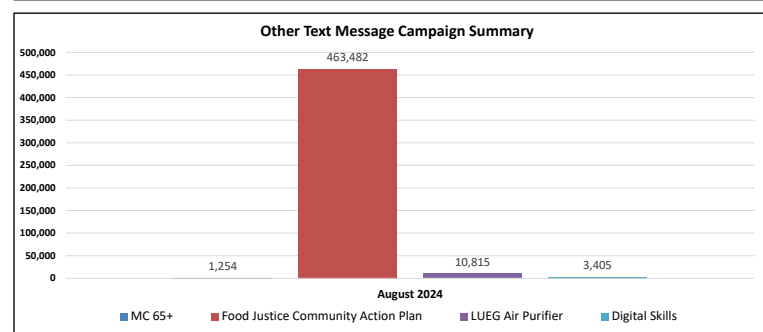
Automated (Robo) Call Summary			
Month	Program	CW Balderas	Grand Total
August 2024	CW/CF SAR Reminder	220	7,041
<b>Grand Total</b>	6,821	220	7,041



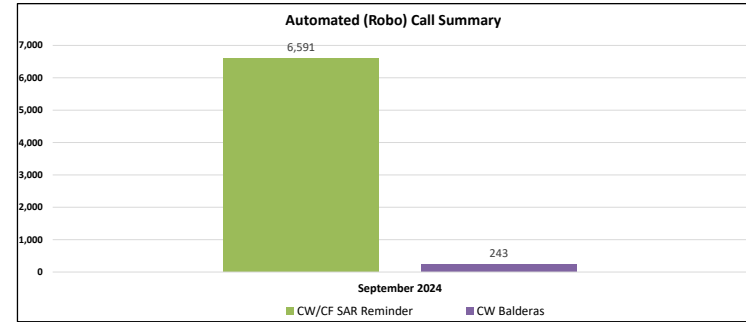
Text Messaging Summary								
Month	Program	CW/CF Balderas	CalFresh Renewal	CalWORKs Renewal	MC Renewal SMS Pre Packet	MC Renewal SMS No Renewal Received	Other	Grand Total
August 2024	CW/CF SAR Reminder	7,842	6,025	972	13,556	5,429	478,956	520,930
<b>Grand Total</b>	8,150	7,842	6,025	972	13,556	5,429	478,956	520,930



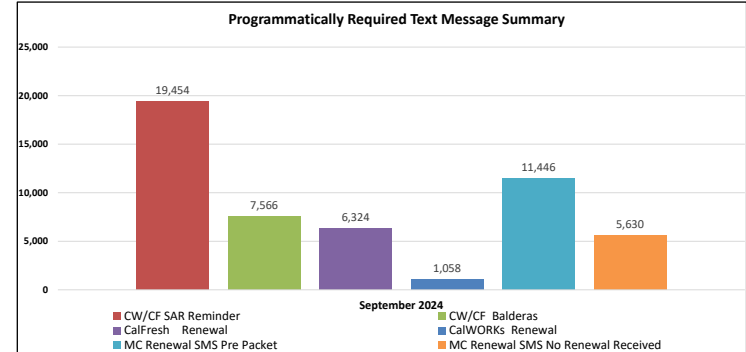
Text Messaging Summary					
Month	Special Campaign	Food Justice Community Action Plan	LUEG Air Purifier	Digital Skills	Grand Total
August 2024	MC 65+	463,482	10,815	3,405	478,956
<b>Grand Total</b>	1,254	463,482	10,815	3,405	478,956



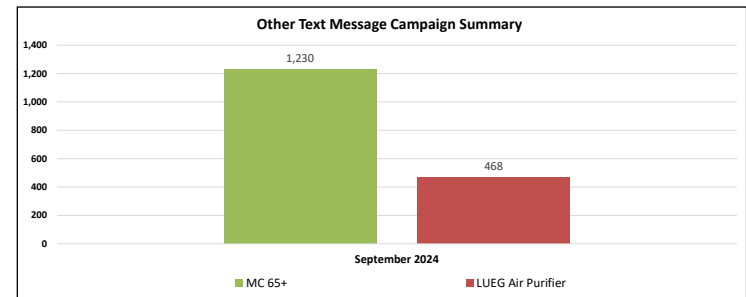
Automated (Robo) Call Summary			
Month	Program	CW Balderas	Grand Total
September 2024	CW/CF SAR Reminder	243	6,834
<b>Grand Total</b>		243	6,834



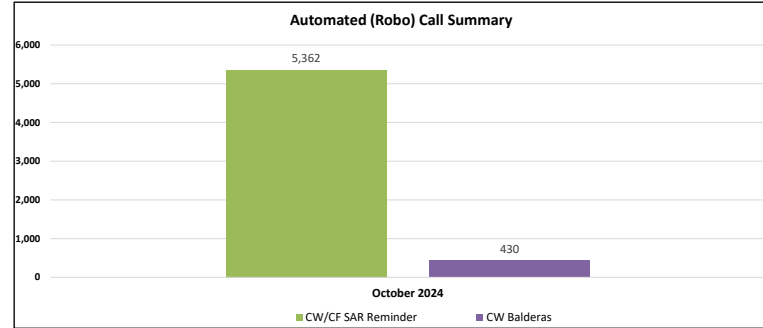
Text Messaging Summary								
Month	Program	CW/CF Balderas	CalFresh Renewal	CalWORKs Renewal	MC Renewal SMS Pre Packet	MC Renewal SMS No Renewal Received	Other	Grand Total
September 2024	CW/CF SAR Reminder	7,566	6,324	1,058	11,446	5,630	1,698	53,176
<b>Grand Total</b>		7,566	6,324	1,058	11,446	5,630	1,698	53,176



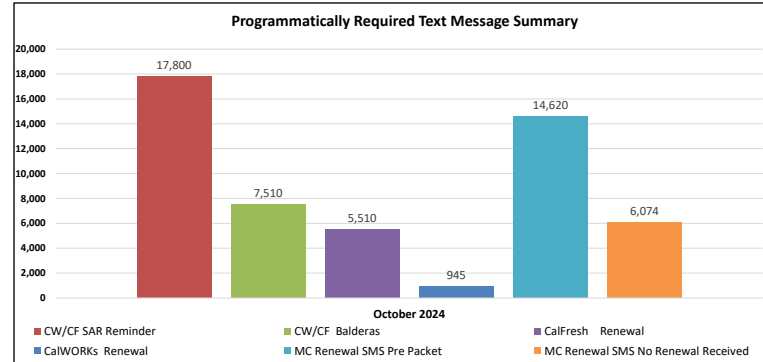
Text Messaging Summary			
Month	Special Campaign	LUEG Air Purifier	Grand Total
September 2024	MC 65+	468	1,698
<b>Grand Total</b>		468	1,698



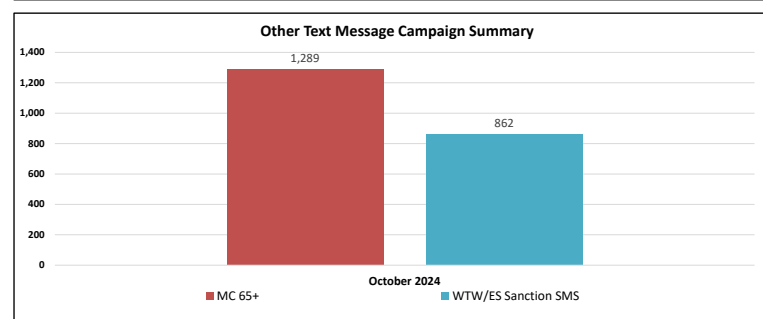
Automated (Robo) Call Summary	Program		
Month	CW/CF SAR Reminder	CW Balderas	Grand Total
October 2024	5,362	430	5,792
<b>Grand Total</b>	<b>5,362</b>	<b>430</b>	<b>5,792</b>



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
October 2024	17,800	7,510	5,510	945	14,620	6,074	2,151	54,610
<b>Grand Total</b>	<b>17,800</b>	<b>7,510</b>	<b>5,510</b>	<b>945</b>	<b>14,620</b>	<b>6,074</b>	<b>2,151</b>	<b>54,610</b>

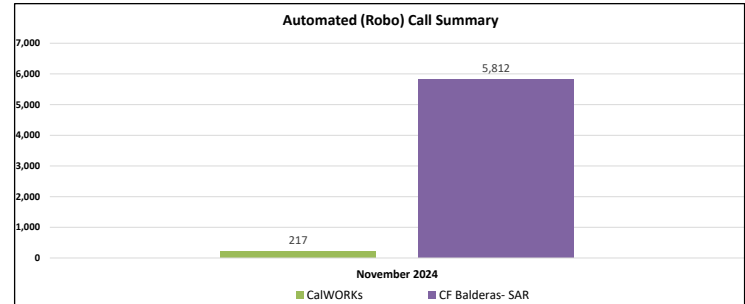


Text Messaging Summary	Special Campaign		
Month	MC 65+	WTW/ES Sanction SMS	Grand Total
October 2024	1,289	862	2,151
<b>Grand Total</b>	<b>1,289</b>	<b>862</b>	<b>2,151</b>

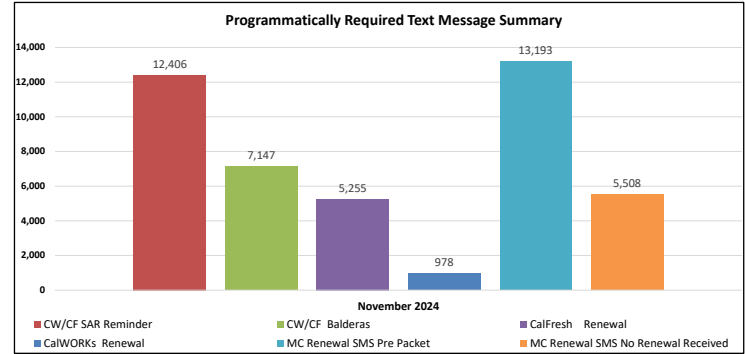


November 2024

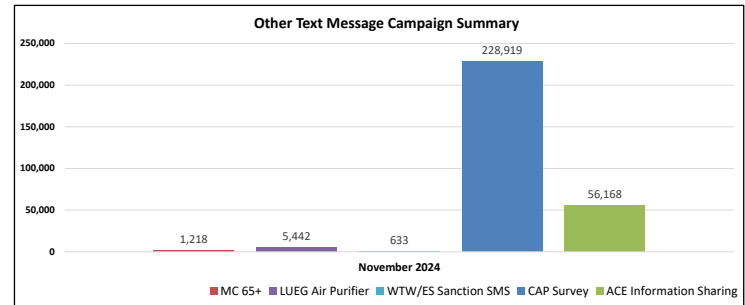
Automated (Robo) Call Summary			
Month	Program		Grand Total
November 2024	CalWORKs	CF Balderas- SAR	6,029
<b>Grand Total</b>	217	5,812	6,029



Text Messaging Summary								
Month	Program							Grand Total
November 2024	CW/CF SAR Reminder	CW/CF Balderas	CalFresh Renewal	CalWORKs Renewal	MC Renewal SMS Pre Packet	MC Renewal SMS No Renewal Received	Other	336,867
<b>Grand Total</b>	12,406	7,147	5,255	978	13,193	5,508	292,380	336,867



Text Messaging Summary						
Month	Special Campaign					Grand Total
November 2024	MC 65+	LUEG Air Purifier	WTW/ES Sanction SMS	CAP Survey	ACE Information Sharing	292,380
<b>Grand Total</b>	1,218	5,442	633	228,919	56,168	292,380

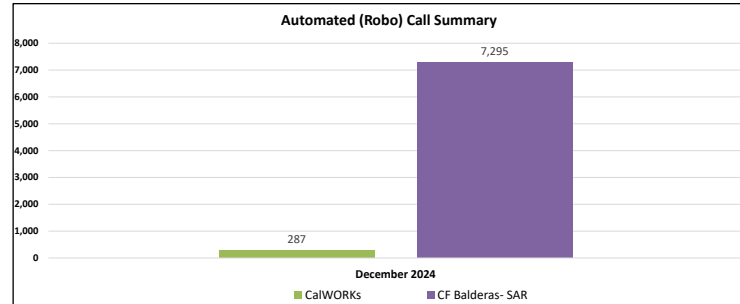


Data Sources: Monthly M40-181A CW Discontinuance Call List, Monthly CF SAR Not Received Call List, Monthly CF Only RRR Not Complete Call List, Monthly Balderas Outbound Call List, Monthly MC RRR RoboCall, Monthly Consent Text Message Report, Monthly CF Balderas Call Report

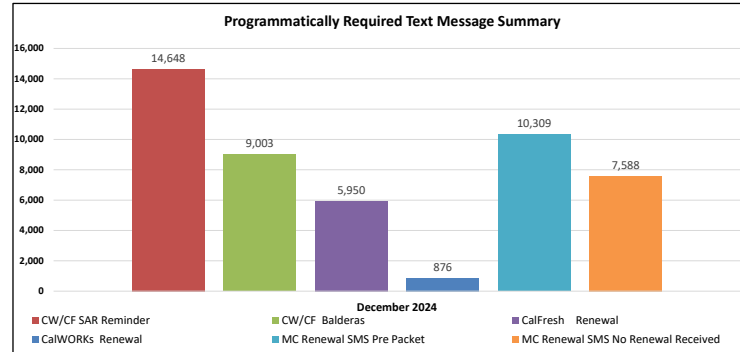
Report Data Month: 11/2024  
Report Run Date: 02/06/2025

December 2024

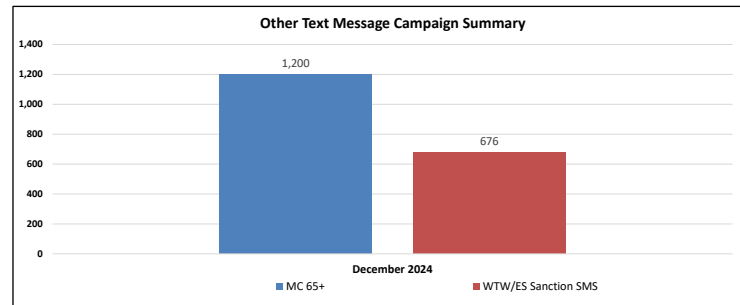
Automated (Robo) Call Summary			
Month	Program	CF Balderas- SAR	Grand Total
December 2024	287	7,295	7,582
<b>Grand Total</b>	287	7,295	7,582



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
December 2024	14,648	9,003	5,950	876	10,309	7,588	1,876	50,250
<b>Grand Total</b>	14,648	9,003	5,950	876	10,309	7,588	1,876	50,250



Text Messaging Summary			
Month	MC 65+	WTW/ES Sanction SMS	Grand Total
December 2024	1,200	676	1,876
<b>Grand Total</b>	1,200	676	1,876

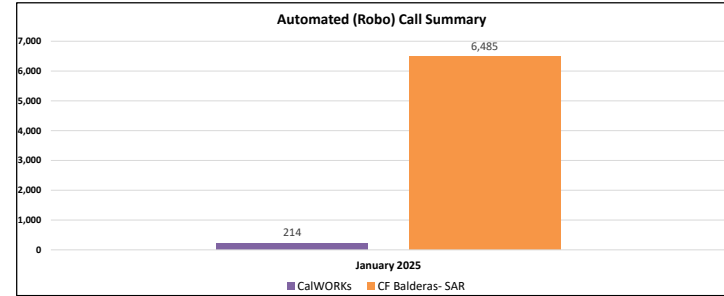


Data Sources: Monthly M40-181A CW Discontinuance Call List, Monthly CF SAR Not Received Call List, Monthly CF Only RRR Not Complete Call List, Monthly Balderas Outbound Call List, Monthly MC RRR RoboCall, Monthly Consent Text Message Report, Monthly CF Balderas Call Report

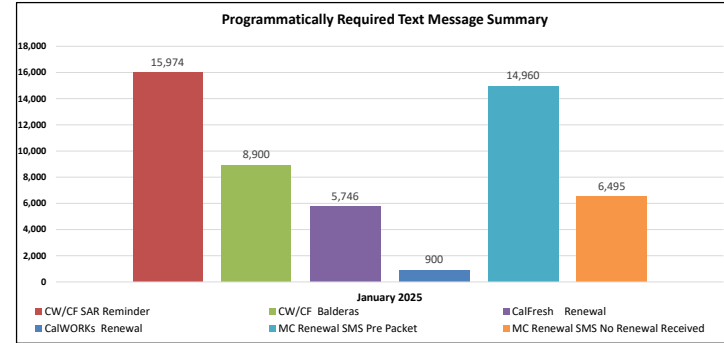
Report Data Month: 12/2024  
Report Run Date: 02/06/2025

## January 2025

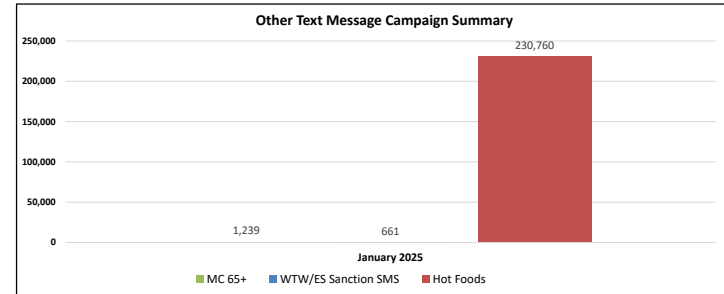
Automated (Robo) Call Summary			
Month	Program		Grand Total
January 2025	CalWORKs	CF Balderas- SAR	6,699
<b>Grand Total</b>	214	6,485	6,699



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
January 2025	15,974	8,900	5,746	900	14,960	6,495	232,660	285,635
<b>Grand Total</b>	15,974	8,900	5,746	900	14,960	6,495	232,660	285,635



Text Messaging Summary				
Month	MC 65+	WTW/ES Sanction SMS	Hot Foods	Grand Total
January 2025	1,239	661	230,760	232,660
<b>Grand Total</b>	1,239	661	230,760	232,660



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

Report Data Month: 01/2025  
Report Run Date: 02/06/2025











07/2024-01/2025

CalFresh Application Referrals by Application Status		CF Referrals	
Org	Total	CF Referrals	Total
Code for America	72,864	Code for America	72,864
211 San Diego	4,330	211 San Diego	4,330
Family Health Centers of San Diego	1,102	Family Health Centers of San Diego	1,102
La Maestra Community Health Centers	882	La Maestra Community Health Centers	882
Vista Community Clinic	330	Vista Community Clinic	330
Scopus Health	317	Scopus Health	317
San Ysidro Health	266	San Ysidro Health	266
Sheep Health	172	Sheep Health	172
Neighborhood Health Care	125	Neighborhood Health Care	125
Casa Familiar	115	Casa Familiar	115
Home Start CalFresh Grant	114	Home Start CalFresh Grant	114
Chula Vista Community Collaborative	109	Chula Vista Community Collaborative	109
Indian Health Council Inc	95	Indian Health Council Inc	95
Health Family Services	75	Health Family Services	75
Bonita Family Resource Center	71	Bonita Family Resource Center	71
TruCare	71	TruCare	71
Baby Childrens Hospital	69	Baby Childrens Hospital	69
Catholic Charities Diocese of San Diego	69	Catholic Charities Diocese of San Diego	69
San Ysidro Health Center	32	San Ysidro Health Center	32
Southern Indian Health Council Inc	30	Southern Indian Health Council Inc	30
Vista Community Clinic The Gary Center	29	Vista Community Clinic The Gary Center	29
UCSD Medical Center	28	UCSD Medical Center	28
Community Research Foundation	26	Community Research Foundation	26
McKaiser Institute South Bay Regional Recovery	26	McKaiser Institute South Bay Regional Recovery	26
Borrego Community Health Foundation	26	Borrego Community Health Foundation	26
Alameda House Student Residence Inc	17	Alameda House Student Residence Inc	17
University of San Diego	15	University of San Diego	15
MiraCosta College	15	MiraCosta College	15
University of San Diego	14	University of San Diego	14
Imperial Beach Community Clinic	12	Imperial Beach Community Clinic	12
San Diego Unified School District	12	San Diego Unified School District	12
Bayside Community Center	9	Bayside Community Center	9
Borrego Health	9	Borrego Health	9
Chief Community Services of San Diego	9	Chief Community Services of San Diego	9
Vista Hill Foundation - Special	9	Vista Hill Foundation - Special	9
Catholic Charities Diocese of San Diego - Homeless Services	7	Catholic Charities Diocese of San Diego - Homeless Services	7
Goodman Impact	7	Goodman Impact	7
Chico Living Inc	7	Chico Living Inc	7
Mental Health Systems - TURIN - Alameda Wellness Center	7	Mental Health Systems - TURIN - Alameda Wellness Center	7
Social Security Administration	7	Social Security Administration	7
St Vincent de Paul Village	7	St Vincent de Paul Village	7
World Relief SoCal	6	World Relief SoCal	6
San Diego Food Bank	6	San Diego Food Bank	6
Haliban Refugee Community Center	5	Haliban Refugee Community Center	5
Healthcare in Action - San Diego	5	Healthcare in Action - San Diego	5
UC San Diego	5	UC San Diego	5
Center for ACT	4	Center for ACT	4
Gay and Allies West Coast	4	Gay and Allies West Coast	4
Shoreline Community Services	4	Shoreline Community Services	4
Samuel Barba Association of America	4	Samuel Barba Association of America	4
Alpha Project for the Homeless	3	Alpha Project for the Homeless	3
Healing Date Clinic	3	Healing Date Clinic	3
Safe Connections	3	Safe Connections	3
South Bay Community Services	3	South Bay Community Services	3
TruCare Medical Center	2	TruCare Medical Center	2
Access to Independence of San Diego Inc	2	Access to Independence of San Diego Inc	2
CA Department of State Hospitals	2	CA Department of State Hospitals	2
Talacore Corporation - Pathways to Recovery	2	Talacore Corporation - Pathways to Recovery	2
Alpha Lerts	1	Alpha Lerts	1
Capitola Comprehensive Treatment Center	1	Capitola Comprehensive Treatment Center	1
Clinica Del Camino Real Inc	1	Clinica Del Camino Real Inc	1
Community Resource Center	1	Community Resource Center	1
Continuous Care Coordination	1	Continuous Care Coordination	1
Disabled Resources Center Inc	1	Disabled Resources Center Inc	1
Elevate PFS	1	Elevate PFS	1
Escondido Comprehensive Treatment Center	1	Escondido Comprehensive Treatment Center	1
Family Health Centers of San Diego - Sheriff's	1	Family Health Centers of San Diego - Sheriff's	1
FINO Food Bank	1	FINO Food Bank	1
Bella Vista Health Center	1	Bella Vista Health Center	1
Grays Boat House Inc	1	Grays Boat House Inc	1
Hunger Action Los Angeles	1	Hunger Action Los Angeles	1
Immigration Center for Women and Children	1	Immigration Center for Women and Children	1
Barbours House Terrace	1	Barbours House Terrace	1
Neighborhood Healthcare	1	Neighborhood Healthcare	1
Office of the Federal Public Defender	1	Office of the Federal Public Defender	1
Orange Coast College	1	Orange Coast College	1
Pacific Health Group	1	Pacific Health Group	1
Parsons College	1	Parsons College	1
Parallon	1	Parallon	1
Retiree Housing - Boone Creek Navigation Center	1	Retiree Housing - Boone Creek Navigation Center	1
San Diegoans for Healthcare Coverage	1	San Diegoans for Healthcare Coverage	1
San Diego American Indian Health Center	1	San Diego American Indian Health Center	1
San Diego Freedom Journal	1	San Diego Freedom Journal	1
San Diego Regional Center	1	San Diego Regional Center	1
San Diego Rescue Mission	1	San Diego Rescue Mission	1
Seneca Health	1	Seneca Health	1
Telerecovery	1	Telerecovery	1
Translangua	1	Translangua	1
USARMC	1	USARMC	1
211 Orange County	1	211 Orange County	1
Advocate A Health Care Australia	0	Advocate A Health Care Australia	0
AHF HEALTHCARE CENTERS	0	AHF HEALTHCARE CENTERS	0
Aid Probers	0	Aid Probers	0
Alameda Santa Rosa Community Health Center	0	Alameda Santa Rosa Community Health Center	0
Alameda Health Services	0	Alameda Health Services	0
Alameda Hospital LLC	0	Alameda Hospital LLC	0
American Bar Association - Immigration Justice Project	0	American Bar Association - Immigration Justice Project	0
Alameda Healthcare Center	0	Alameda Healthcare Center	0
Balboa Nursing and Rehab Center	0	Balboa Nursing and Rehab Center	0
Bella Vista Health Center	0	Bella Vista Health Center	0
Borrego Community Health Center	0	Borrego Community Health Center	0
Buffalo Tzu Chi Medical Foundation	0	Buffalo Tzu Chi Medical Foundation	0
Castle Manor Nursing and Rehabilitation Center	0	Castle Manor Nursing and Rehabilitation Center	0
Catholic Charities of San Diego	0	Catholic Charities of San Diego	0
Catholic Charities of Orange County	0	Catholic Charities of Orange County	0
Catholic Charities of Los Angeles	0	Catholic Charities of Los Angeles	0
CCC Health Services Department	0	CCC Health Services Department	0
Center for Healthy Communities	0	Center for Healthy Communities	0
Center for Family Advocacy Services	0	Center for Family Advocacy Services	0
Change Lives Youth Support Services	0	Change Lives Youth Support Services	0
CHCC	0	CHCC	0
Coalition of Orange County Community Health Center	0	Coalition of Orange County Community Health Center	0
Community Health Systems, Inc - Murietta Valley	0	Community Health Systems, Inc - Murietta Valley	0
Community Research Foundation Senior Impact	0	Community Research Foundation Senior Impact	0
CompSoc Inc	0	CompSoc Inc	0
Contra Health Solutions	0	Contra Health Solutions	0
COP	0	COP	0
Costa Health System	0	Costa Health System	0
Cristal Stairs	0	Cristal Stairs	0
DMH - Office of the Public Guardian	0	DMH - Office of the Public Guardian	0
Evans Patient Financial Solutions	0	Evans Patient Financial Solutions	0
Evans Health	0	Evans Health	0
Extended Care Hospital of Riverside	0	Extended Care Hospital of Riverside	0
Financial Security Design	0	Financial Security Design	0
GETIO HEALTH	0	GETIO HEALTH	0
GETIO HEALTH	0	GETIO HEALTH	0
Give for SoCal	0	Give for SoCal	0
Golden Valley Health Center	0	Golden Valley Health Center	0
Goldman Inc DBA Optima Insurance Services	0	Goldman Inc DBA Optima Insurance Services	0
HAS	0	HAS	0
Health Advocates	0	Health Advocates	0
HEALTHCARE	0	HEALTHCARE	0
HERALD HERODIAN HEALTH CENTER	0	HERALD HERODIAN HEALTH CENTER	0
Hospital Association of Southern California	0	Hospital Association of Southern California	0
Infirmum Healthcare Inc	0	Infirmum Healthcare Inc	0
Isa Vista Health Project, DBA LEAP	0	Isa Vista Health Project, DBA LEAP	0
Island Pathways Inc	0	Island Pathways Inc	0
K Street Focus	0	K Street Focus	0
Korean Community Services	0	Korean Community Services	0
La Mesa Health Care	0	La Mesa Health Care	0
Libertaria Home Health	0	Libertaria Home Health	0
Los Angeles County CCHS	0	Los Angeles County CCHS	0
Martin City Health and Wellness	0	Martin City Health and Wellness	0
MedMeta	0	MedMeta	0
Medi-Cal Regulation Specialists	0	Medi-Cal Regulation Specialists	0
Mental Health Systems - TURIN BRASLION CENTER	0	Mental Health Systems - TURIN BRASLION CENTER	0
Metro Community Health Services Inc	0	Metro Community Health Services Inc	0
Ministry of Health	0	Ministry of Health	0
Mission Hills Post Graduate CARE	0	Mission Hills Post Graduate CARE	0
Monterey County Department	0	Monterey County Department	0
Mountain Shadows	0	Mountain Shadows	0
National Care Advisors	0	National Care Advisors	0
Neighborhood Health Insurance Center	0	Neighborhood Health Insurance Center	0
NEMC	0	NEMC	0
Newman Administrative Services LLC	0	Newman Administrative Services LLC	0
Norfolk Senior Services	0	Norfolk Senior Services	0
Palomar Health	0	Palomar Health	0
Paradise Valley Health	0	Paradise Valley Health	0
Paradise Valley Health Center	0	Paradise Valley Health Center	0
Part American Healthcare Center	0	Part American Healthcare Center	0
Part Equality Center	0	Part Equality Center	0
Praxis Health Center	0	Praxis Health Center	0
Poway Healthcare Center	0	Poway Healthcare Center	0
Providence Health & Services	0	Providence Health & Services	0
Providence St Joseph Health	0	Providence St Joseph Health	0
Providence Hope For Refugees	0	Providence Hope For Refugees	0
Provis	0	Provis	0
Rolling Start, Inc	0	Rolling Start, Inc	0
San Diego County Community Health	0	San Diego County Community Health	0
San Diego County Probation Department	0	San Diego County Probation Department	0
San Diego Elder Law Center	0	San Diego Elder Law Center	0
San Diego Family Care	0	San Diego Family Care	0
San Diego Post Acute	0	San Diego Post Acute	0
San Francisco Medical Diversion Project	0	San Francisco Medical Diversion Project	0
San Mateo County Health	0	San Mateo County Health	0
Santa Barbara County Education Office	0	Santa Barbara County Education Office	0
Santa Clara County DHS	0	Santa Clara County DHS	0
Soap Mat	0	Soap Mat	0
Southland Integrated Services Inc	0	Southland Integrated Services Inc	0
St. Luke's Healthcare Services	0	St. Luke's Healthcare Services	0
St. Paul's PLACE	0	St. Paul's PLACE	0
Stepping Stone of San Diego	0	Stepping Stone of San Diego	0
TEB Inc	0	TEB Inc	0
The Haggler Life Project	0	The Haggler Life Project	0
The Light for Seniors	0	The Light for Seniors	0
The Shores Post Acute	0	The Shores Post Acute	0
Third Avenue Charitable Organization	0	Third Avenue Charitable Organization	0
Union of Pan Asian Communities	0	Union of Pan Asian Communities	0
University Care Center	0	University Care Center	0
Urban Street Angels	0	Urban Street Angels	0
Victoria Post Acute	0	Victoria Post Acute	0
Victoria Care Consultants	0	Victoria Care Consultants	0
Vista Community Clinic - Sheriff's	0	Vista Community Clinic - Sheriff's	0
Vista Vista Specialized Care	0	Vista Vista Specialized Care	0
Windsor Health Care SNF Management Company LLC	0	Windsor Health Care SNF Management Company LLC	0
Young and Healthy	0	Young and Healthy	0
<b>Total</b>	<b>81,264</b>		

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Medi-Cal Application Referrals by Application Status

Organization	CAD	Total
Family Health Centers of San Diego	2,897	2,897
211 San Diego	2,488	2,488
Scripta Health	1,948	1,948
Sharp Health	1,456	1,456
LA Medical Community Health Centers	1,339	1,339
UCSD Medical Center	1,281	1,281
Vista Community Clinic	1,178	1,178
TruCare	1,018	1,018
Everest PFS	816	816
Neighborhood Health Care	775	775
San Vidro Health Center	684	684
Family Health Centers of San Diego - Sheriff's	656	656
TL City Medical Center	656	656
Paradise Valley Health	527	527
Rady Children's Hospital	326	326
San Diego Family Care	214	214
St Vincent de Paul Village	169	169
Chula Vista Community Collaborative	169	169
Vista Community Clinic - Sheriff's	167	167
MediStar	88	88
Vista Community Clinic The Gary Center	88	88
Imperial Beach Community Clinic	81	81
San Diego Unified School District	80	80
Sea Family	77	77
Palomar Health	70	70
San Diego for Sightlines Coverage	66	66
San Antonio Healthcare Center	66	66
Jordan Health Council Inc	61	61
Horizon Community Health Foundation	61	61
QAP Health	60	60
San Diego Expedition Health	58	58
Sanita Family Resource Center	58	58
NashCare Inc	58	58
Neighborhood Health Insurance Center	58	58
Bronze Health	58	58
Immigration Center for Women and Children	57	57
Southern Indian Health Council Inc	57	57
Servent Health	56	56
St Paul's Place	56	56
Paradise Valley Healthcare Center	56	56
San Diego Regional Center	56	56
Daughters Impact	56	56
University Care Center	56	56
San Vidro Health	56	56
McKusick Institute South Bay Regional Recovery	56	56
Prudential Healthcare Center	56	56
Alpha Hospital for the Rehabilitation	56	56
Community Research Foundation	56	56
Basile Community Center	56	56
Financial Security Design	56	56
Interfaith Community Services	56	56
Head Community Services of San Diego	56	56
Head Mentor Housing and Rehabilitation Center	56	56
King and Mary West Place	56	56
Healthcare in Action - San Diego	56	56
San Diego Best Adults	56	56
Community Care Center	56	56
Mission Hills Post-ACUTE CARE	56	56
TLH	56	56
Mission Hills Post-ACUTE CARE	56	56
TLH	56	56
Mountain Shelters	56	56
Catholic Charities Diocese of San Diego	56	56
Alvira Healthcare Center	56	56
Talavera Agency	56	56
World Relief Social	56	56
Catholic Charities Diocese of San Diego - Homebased Services	56	56
Compass Inc	56	56
Neighborhood Healthcare	56	56
Rockwell Senior Services	56	56
Marina Village Community Center	56	56
La Mesa Health Care	56	56
Libertaria Home Health	56	56
Upland Comprehensive Treatment Center	56	56
Upland Care Consultants	56	56
Vista Small Specialized Care	56	56
Vista Vista Health Center	56	56
Center for AET	56	56
CCP	56	56
Medi-Cal Regulation Specialists	56	56
NewGen Administrative Services LLC	56	56
Healthcare	56	56
Power Healthcare Center	56	56
Small Santa Association of America	56	56
Alvira Corporation - Pathways to Recovery	56	56
Advocates 4 Medi-Cal Assistance	56	56
American Bar Association - Immigration Justice Project	56	56
American Community Health Center	56	56
CA Department of State Hospitals	56	56
GED/MLT	56	56
Healing Oaks Clinic	56	56
Health Advocates	56	56
Monterey County Health Department	56	56
Providence Health & Services	56	56
Safe Connections	56	56
Shoreline Community Services	56	56
Transitions 2	56	56
ISAC/NEC	56	56
Access to Independence of San Diego Inc	56	56
Alphacare	56	56
Alvira Health Services	56	56
Barbra Nursing and Rehab Center	56	56
Caplan Comprehensive Treatment Center	56	56
CCF Health Services Department	56	56
Catholic Charities Recovery Center	56	56
Chiusa Del Camino Real Inc	56	56
Community Health Systems Inc - Moreno Valley	56	56
Carroll Health Solutions	56	56
Continuing Care Coordination	56	56
Cystal Stars	56	56
DDM - Office of the Public Guardian	56	56
Escondido Comprehensive Treatment Center	56	56
Extended Care Hospital of Riverside	56	56
Feeding San Diego	56	56
Frederickson	56	56
GED/MLT	56	56
Give For A Smile	56	56
Goldman Inc OSHA Ophiura Insurance Services	56	56
HealthPart	56	56
Influenza Healthcare Inc	56	56
Robson House Temporary	56	56
Mentel Health Systems - Alajara Wellness Center	56	56
Maria Center Administrative Inc	56	56
Office of the Federal Public Defender	56	56
Palomar College	56	56
Phenomena St. Joseph Hospital	56	56
San Diego American Indian Health Center	56	56
San Diego County Probation Department	56	56
San Diego Elder Law Center	56	56
San Mateo County Health	56	56
San Diego County HHS	56	56
Southland Intergalaxy Services Inc	56	56
The Heppner Life Project	56	56
The Shores Post-Acute	56	56
Union of Free Asian Communities	56	56
Young and Healthy	56	56
Aling & Independence Services	56	56
AMF HEALTHCARE CENTERS	56	56
Art Endless	56	56
Alvira Santa Rosa Community Health Centers	56	56
Alvira Hospital LLC	56	56
SouthBay Touch Healthcare	56	56
Cal Poly Pomona	56	56
Catholic Charities San Diego	56	56
Catholic Charities of Los Angeles	56	56
Catholic Charities of Orange County	56	56
Center for Healthy Communities	56	56
Change Lives Youth Support Services	56	56
CHCC	56	56
Coalition of Orange County Community Health Center	56	56
Code for America	56	56
Community Research Foundation Senior Impact	56	56
Community Resource Center	56	56
Costa Health System	56	56
DualCare Resource Center Inc	56	56
Duro Living Inc	56	56
Everest Patient Financial Services	56	56
Everest Hospice	56	56
FND Food Bank	56	56
Golden Valley Health Center	56	56
Grana Black House Inc	56	56
HMS	56	56
HERALD CHRISTIAN HEALTH CENTER	56	56
Home Start Community	56	56
Hospital Association of Southern California	56	56
Hunger Action Los Angeles	56	56
Isola Vista Youth Project/Isola LEAP	56	56
Jewish Family Service	56	56
Julian Pathways Inc	56	56
K Street Force	56	56
Korean Community Services	56	56
Los Angeles County CDC	56	56
Marin City Health and Wellness	56	56
Mentel Health Systems - TURN BHW ASSIST Center	56	56
Mentel Health Systems	56	56
National Care Advisors	56	56
NEMIS	56	56
NIHNS	56	56
Orange Coast College	56	56
Pacific Health Group	56	56
Park Equality Center	56	56
Renewing Hope For Belonging	56	56
Retired Housing - Buena Creek Navigation Center	56	56
Roxie Pathway	56	56
Rolling Start, Inc	56	56
Saint John's Community Health	56	56
San Diego Food Bank	56	56
San Diego Rescue Mission	56	56
San Francisco Prudential Division Project	56	56
Santa Barbara County Education Office	56	56
Soap Mail	56	56
Social Security Administration	56	56
South Bay Community Services	56	56
South Bay Community Services	56	56
Shelving Stone of San Diego	56	56
The Light for Seniors	56	56
Third Annual of Charitable Organizations	56	56
UC San Diego	56	56
University of San Diego	56	56
Upland Health Services - SmartCare	56	56
Wesley House Student Residence Inc	56	56
Windor Health Care SM Management Company LLC	56	56
Total	19,567	19,567

MC Referrals



07/2024-01/2025

CalWORKS Application Referrals by Application Status

Org	Count
La Mancha Community Health Centers	10
Chula Vista Community Collaborative	24
Family Health Centers of San Diego	23
Vista Community Clinic	14
Body Children Hospital	11
Clara Family	8
Interfaith Community Services	8
Diaper Health	6
211 San Diego	6
Alpha Project for the Homeless	5
Neighborhood Health Care	4
San Ysidro Health Center	4
Catholic Charities Division of San Diego - Homeless Services	3
World Relief Social	3
North Family Resource Center	2
Community Research Foundation	2
Indian Health Council Inc	2
San Diego Unified School District	2
TrueCare	2
UCSD Medical Center	2
Respite Community Center	1
ADP Health	1
Indian Refugee Community Center	1
Healing Oaks Clinic	1
Healing in Action - San Diego	1
Alameda Healthcare South Bay Regional Recovery	1
Mental Health Systems TURK - Alameda Wellness Center	1
MiraCosta College	1
Safe Connections	1
San Diego Freedom Search	1
Success Health	1
Shoreline Community Services	1
National Barista Association of America	1
Southern Indian Health Council Inc	1
Vista Community Clinic - The Gary Center	1
El Sol MHC	1
211 Orange County	1
Access to Independence of San Diego Inc	1
Adoptive & Med Cal Assistance	1
Aging & Independence Services	1
AID HEALTHCARE CENTERS	1
Aid Finders	1
Alameda Santa Rosa Community Health Centers	1
Alma Luth	1
Alameda Health Services	1
Alameda Hospital Ltd	1
American Bar Association - Immigration Justice Project	1
Alameda Healthcare Center	1
Balboa Nursing and Rehab Center	1
Bella Vista Health Center	1
Blessing Community Health Center	1
Borrego Community Health Foundation	1
Borrego Health	1
Buddhist Tantric Medical Foundation	1
CA Department of State Hospitals	1
San Diego Women's	1
Capitola Comprehensive Treatment Center	1
Castle Manoe Nursing and Rehabilitation Center	1
Catholic Charities San Diego	1
Catholic Charities of Los Angeles	1
Catholic Charities of Orange County	1
CC Health Services Department	1
Center for Healthy Communities	1
Center for ACT	1
Center for Family Advocacy Services	1
Change Lives Youth Support Services	1
CHOC	1
Clinicas Del Camino Real Inc	1
Coalition of Orange County Community Health Center	1
Coal for America	1
Community Care Centers	1
Community Health Systems, Inc. - Alameda Valley	1
Community Research Foundation Senior Impact	1
Community Resource Center	1
Compass Inc	1
Confir Health Solutions	1
Continuum Care Collaboration	1
COP	1
Cottage Health System	1
CrossCare	1
Deaf Community Services of San Diego	1
Disabled Resources Center Inc	1
DMN - Office of the Public Defender	1
DownTown Impact	1
Down Town Inc	1
Elmex Patient Financial Solutions	1
Elavest PPS	1
Elavest Comprehensive Treatment Center	1
Elavest Hospice	1
Extended Care Hospital of Riverside	1
Family Health Centers of San Diego - Sheriff's	1
Feeding San Diego	1
Financial Security Design	1
FIND Food Bank	1
FinSource	1
Gary and Mary West Park	1
GET IT HEALTH	1
GET IT HEALTH	1
Give for A Smile	1
Golden Valley Health Center	1
Goldman Inc DBA Ghara Insurance Agency	1
Grana Black House Inc	1
H&S	1
Health Advocates	1
HealthPart	1
HERALD CHRISTIAN HEALTH CENTER	1
Home State CareFirst Grand	1
Hospital Association of Southern California	1
Hunger Action Los Angeles	1
Immigration Center for Women and Children	1
Imperial Beach Community Clinic	1
Infirum Healthcare Inc	1
Isa Vista Youth Projects dba LEAP	1
Jackson House Terrace	1
Jewish Family Service	1
Julian Fisheries Inc	1
K Street Force	1
Korean Community Services	1
La Mesa Health Care	1
Libertaria Home Health	1
Los Angeles County CCLC	1
Marin City Health and Wellness	1
MedData	1
Mental Health Systems, TURK BHS-Action Center	1
Metro Community Services Inc	1
Mission Hills FOOT ALTYE CARE	1
Monterey County Health Department	1
Mountain Shadow	1
Nashiana Inc	1
National Care Address	1
Neighborhood Health Insurance Center	1
Neighborhood Healthcare	1
NEUS	1
Norstar Administrative Services LLC	1
Oceanside Comprehensive Treatment Center	1
Office of the Federal Public Defender	1
Orange Coast College	1
Pacific Health Group	1
Palmer Senior Services	1
Palmer College	1
Palmer Health	1
Paradise Valley Health	1
Paradise Valley Healthcare Center	1
Parallon	1
Park Avenue Healthcare Center	1
Park Equality Center	1
Phenix Healthcare Center	1
Poway Healthcare Center	1
Providence Health & Services	1
Providence St. Joseph Health	1
Renewing Hope For Refugees	1
Retreat Housing - Barona Creek Neighborhood Center	1
Retreat Pathway	1
Rolling Start, Inc.	1
Saint Luke's Community Health	1
San Diegoans for Healthcare Coverage	1
San Diego American Indian Health Center	1
San Diego County Probation Department	1
San Diego Elder Law Center	1
San Diego Family Care	1
San Diego Food Bank	1
San Diego Post Acute	1
San Diego Regional Center	1
San Diego Rescue Mission	1
San Francisco Medical Diversion Project	1
San Mateo County Health	1
San Ysidro Health	1
Santa Barbara County Education Office	1
Santa Clara County HHS	1
Seave Health	1
Seas Med	1
Social Security Administration	1
South Bay Community Services	1
Southland Integrated Services Inc	1
St Vincent de Paul Village	1
St. Paul's PACE	1
St. Paul's PACE	1
Stepping Stone of San Diego	1
Telerecare Agency	1
Telegare Corporation - Pathways to Recovery	1
Telegare Corporation - Pathways to Recovery	1
TEB Inc	1
The Nappier Life Project	1
The Light for Seniors	1
The Shores Post Acute	1
Third Avenue Charitable Organization	1
Transitions	1
Tri City Medical Center	1
UC San Diego	1
Union of Pan Asian Communities	1
University Care Center	1
University of San Diego	1
Urban Street Angels	1
Victoria Post Acute	1
Visionary Care Consultants	1
Vista Community Clinic - Sheriff's	1
Vista Hill Foundation - SmartCare	1
Vista Hill Specialized Care	1
Widow House Student Residences Inc	1
Widow Health Care SRF Management Company LLC	1
Young and Healthy	1
Total	245

CW Referrals

La Mancha Community Health Centers	28
Chula Vista Community Collaborative	15
Family Health Centers of San Diego	14
Vista Community Clinic	11
Body Children Hospital	8
Clara Family	8
Interfaith Community Services	6
Diaper Health	6
211 San Diego	5
Alpha Project for the Homeless	5
Neighborhood Health Care	4
San Ysidro Health Center	4
Catholic Charities Division of San Diego - Homeless Services	3
World Relief Social	3
North Family Resource Center	2
Community Research Foundation	2
Indian Health Council Inc	2
San Diego Unified School District	2
TrueCare	2
UCSD Medical Center	2
Respite Community Center	1
ADP Health	1
Indian Refugee Community Center	1
Healing Oaks Clinic	1
Healing in Action - San Diego	1
Alameda Healthcare South Bay Regional Recovery	1
Mental Health Systems TURK - Alameda Wellness Center	1
MiraCosta College	1
Safe Connections	1
San Diego Freedom Search	1
Success Health	1
Shoreline Community Services	1
National Barista Association of America	1
Southern Indian Health Council Inc	1
Vista Community Clinic - The Gary Center	1
El Sol MHC	1
211 Orange County	1
Access to Independence of San Diego Inc	0
Adoptive & Med Cal Assistance	0
Aging & Independence Services	0
AID HEALTHCARE CENTERS	0
Aid Finders	0
Alameda Santa Rosa Community Health Centers	0
Alma Luth	0
Alameda Health Services	0
Alameda Hospital Ltd	0
American Bar Association - Immigration Justice Project	0
Alameda Healthcare Center	0
Balboa Nursing and Rehab Center	0
Bella Vista Health Center	0
Blessing Community Health Center	0
Borrego Community Health Foundation	0
Borrego Health	0
Buddhist Tantric Medical Foundation	0
CA Department of State Hospitals	0
San Diego Women's	0
Capitola Comprehensive Treatment Center	0
Castle Manoe Nursing and Rehabilitation Center	0
Catholic Charities San Diego	0
Catholic Charities of Los Angeles	0
Catholic Charities of Orange County	0
CC Health Services Department	0
Center for Healthy Communities	0
Center for ACT	0
Center for Family Advocacy Services	0
Change Lives Youth Support Services	0
CHOC	0
Clinicas Del Camino Real Inc	0
Coalition of Orange County Community Health Center	0
Coal for America	0
Community Care Center	0
Community Health Systems, Inc. - Alameda Valley	0
Community Research Foundation Senior Impact	0
Community Resource Center	0
Compass Inc	0
Confir Health Solutions	0
Continuum Care Collaboration	0
COP	0
Cottage Health System	0
CrossCare	0
Deaf Community Services of San Diego	0
Disabled Resources Center Inc	0
DMN - Office of the Public Defender	0
DownTown Impact	0
Down Town Inc	0
Elmex Patient Financial Solutions	0
Elavest PPS	0
Elavest Comprehensive Treatment Center	0
Elavest Hospice	0
Extended Care Hospital of Riverside	0
Family Health Centers of San Diego - Sheriff's	0
Feeding San Diego	0
Financial Security Design	0
FIND Food Bank	0
FinSource	0
Gary and Mary West Park	0
GET IT HEALTH	0
GET IT HEALTH	0
Give for A Smile	0
Golden Valley Health Center	0
Goldman Inc DBA Ghara Insurance Agency	0
Grana Black House Inc	0
H&S	0
Health Advocates	0
HealthPart	0
HERALD CHRISTIAN HEALTH CENTER	0
Home State CareFirst Grand	0
Hospital Association of Southern California	0
Hunger Action Los Angeles	0
Immigration Center for Women and Children	0
Imperial Beach Community Clinic	0
Infirum Healthcare Inc	0
Isa Vista Youth Projects dba LEAP	0
Jackson House Terrace	0
Jewish Family Service	0
Julian Fisheries Inc	0
K Street Force	0
Korean Community Services	0
La Mesa Health Care	0
Libertaria Home Health	0
Los Angeles County CCLC	0
Marin City Health and Wellness	0
MedData	0
Mental Health Systems, TURK BHS-Action Center	0
Metro Community Services Inc	0
Mission Hills FOOT ALTYE CARE	0
Monterey County Health Department	0
Mountain Shadow	0
Nashiana Inc	0
National Care Address	0
Neighborhood Health Insurance Center	0
Neighborhood Healthcare	0
NEUS	0
Norstar Administrative Services LLC	0
Oceanside Comprehensive Treatment Center	0
Office of the Federal Public Defender	0
Orange Coast College	0
Pacific Health Group	0
Palmer Senior Services	0
Palmer College	0
Palmer Health	0
Paradise Valley Health	0
Paradise Valley Healthcare Center	0
Parallon	0
Park Avenue Healthcare Center	0
Park Equality Center	0
Phenix Healthcare Center	0
Poway Healthcare Center	0
Providence Health & Services	0
Providence St. Joseph Health	0
Renewing Hope For Refugees	0
Retreat Housing - Barona Creek Neighborhood Center	0
Retreat Pathway	0
Rolling Start, Inc.	0
Saint Luke's Community Health	0
San Diegoans for Healthcare Coverage	0
San Diego American Indian Health Center	0
San Diego County Probation Department	0
San Diego Elder Law Center	0
San Diego Family Care	0
San Diego Food Bank	0
San Diego Post Acute	0
San Diego Regional Center	0
San Diego Rescue Mission	0
San Francisco Medical Diversion Project	0
San Mateo County Health	0
San Ysidro Health	0
Santa Barbara County Education Office	0
Santa Clara County HHS	0
Seave Health	0
Seas Med	0
Social Security Administration	0
South Bay Community Services	0
Southland Integrated Services Inc	0
St Vincent de Paul Village	0
St. Paul's PACE	0
St. Paul's PACE	0
Stepping Stone of San Diego	0
Telerecare Agency	0
Telegare Corporation - Pathways to Recovery	0
Telegare Corporation - Pathways to Recovery	0
TEB Inc	0
The Nappier Life Project	0
The Light for Seniors	0
The Shores Post Acute	0
Third Avenue Charitable Organization	0
Transitions	0
Tri City Medical Center	0
UC San Diego	0
Union of Pan Asian Communities	0
University Care Center	0
University of San Diego	0
Urban Street Angels	0
Victoria Post Acute	0
Visionary Care Consultants	0
Vista Community Clinic - Sheriff's	0
Vista Hill Foundation - SmartCare	0
Vista Hill Specialized Care	0
Widow House Student Residences Inc	0
Widow Health Care SRF Management Company LLC	0
Young and Healthy	0
Total	220

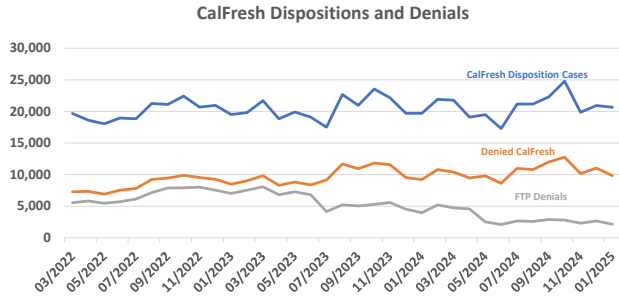






**CalFresh Denials in the Month Regardless of Application Date from Disposition Report**

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%





Months	Count of Case Number
Jun-23	7,282
Jul-23	2,438
Aug-23	10,033
Sep-23	8,217
Oct-23	9,330
Nov-23	9,376
Dec-23	7,067
Jan-24	5,687
Feb-24	7,570
Mar-24	8,044
Apr-24	8,303
May-24	11,317
Jun-24	8,724
Jul-24	8,768
Aug-24	13,660
Sep-24	11,288
Oct-24	11,409
Nov-24	16,405
Dec-24	23,731
Jan-25	8,952
<b>Grand Total</b>	<b>197,601</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 FY 2024-2025

Medi-Cal Renewals	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			
	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%

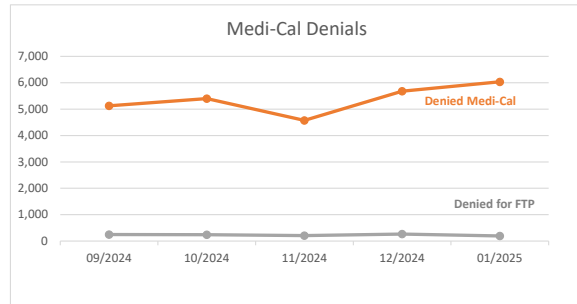
Medi-Cal Renewals	Data as of 1/31				Data as of 2/31				Data as of 3/31	
	Jan-25	%	Jan-25	%	Feb-25	%	Feb-25	%	Mar-25	%
Total Medi-Cal Renewals Due	52,523	100%	52,523	100%	47,657	100%	47,657	100%	50,769	100%
Total Medi-Cal Renewals Auto Renewed	22,623	43%	22,623	43%	23,917	50%	23,917	50%	26,154	52%
Total Medi-Cal Renewals Renewed via Combo Case*	19,460	37%	26,655	51%	12,022	25%	13,610	29%	13,276	26%
Total Medi-Cal Renewal Packets Mailed	10,085	19%	10,085	19%	10,665	22%	10,665	22%	11,156	22%
Packets Received, Not Yet Processed	289	1%	1,704	3%	309	1%	2,631	6%	434	1%
Total Medi-Cal Renewals Completed	42,083	80%	49,278	94%	35,939	75%	37,527	79%	39,430	78%
Total Medi-Cal Renewals Pending Receipt	10,151	19%	1,541	3%	11,409	24%	7,499	16%	10,905	21%

Source: Daily RRR Status Report  
 \*Combo: Medi-Cal With Active CF/GR/CW  
 Report Date: 02/03/2025



**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%





**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%

