

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

MEETING NOTICE: In Person

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

Public Video Viewing/Comment Option:
<https://sdcounty-ca-gov.zoom.us/j/89696196900>

**January 8, 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 December 11, 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 – 9:55 4. **Action Item:** Nomination and Selection of the 2025 SSAB Chair and Vice-Chair
- 9:55 – 10:00 5. **Discussion Item:** SSAB Member Sharing, Comments, and Topics of Interest: All Social Services Advisory Board Members
- 10:00 – 10:30 6. **Presentation Item:** Introduction and Updates, Health & Human Services Agency: Dr. Kimberly Giardina, Deputy Chief Administrative Officer, Health & Human Services Agency (HHSA)
- 10:30 – 11:00 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)

- 11:00 – 11:25 8. **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)
- 11:25 – 11:30 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

ADJOURNMENT/ NEXT MEETING

Next regular meeting will be held on February 12, 2025 at 5055 Ruffin Road, 2nd Floor Conference Room, San Diego, CA 92123.

ASSISTANCE FOR THE DISABLED:

Agendas and records are available in alternative formats upon request. Contact the Social Services Advisory Board staff contact at 619-338-2932 with questions or to request a disability-related accommodation. To the extent reasonably possible, requests for accommodation or assistance should be submitted at least 24 hours in advance of the meeting so that arrangements may be made. Additional information can be found on the Social Services Advisory board website:

https://www.sandiegocounty.gov/content/sdc/hhsa/programs/ssp/social_services_advisory_board.html

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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**

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<https://sdcounty-ca-gov.zoom.us/j/87487044586>

**SSAB Meeting Minutes
December 11, 2024**

Members Present

Vino Pajanor
Jan Spencley
Robin Maxson
Daniela Murphy
Carol Lewis
Andrea Gonzalez
Rachel Morineau

Members Absent

Greg Anglea
Phil Thalheimer

Staff Present

Alberto Banuelos, HHSA
Assmaa Elayyat, HHSA
Adriana Ramirez, 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
Ricardo Hernandez, HHSA
Nina Olivas, HHSA

Guests

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
Hilary Ward, Backcountry Communities Thriving
Deanna Troncoso, Tangelo

1. Meeting called to order at 9:31 by Chair, Vino Pajanor.
2. Carol Lewis, Recognition of Service, Social Services Advisory Board (SSAB)
3. The November 13, 2024 Meeting Minutes were approved, with all Board Members present voting yes.
4. Public Comments:
 - No public comment
5. **Discussion Item:** SSAB Member Sharing, Comments, and Topics of Interest: All Social Services Advisory Board Members. The Members did not have any comments or discussion at this time.

6. **Presentation Item:** Legal Aid Society of San Diego: Joanne L. Franciscus, CEO/Executive Director/Chief Counsel, Legal Aid Society of San Diego. Ms. Franciscus provided an overview and history of the Legal Aid Society of San Diego. She explained the various legal services they provide, including housing and fair housing, health care access, Supplemental Security Income (SSI), public benefits, etc. Ms. Franciscus also shared their community outreach and education efforts, collaborations and data points from their impact on client assistance.
7. **Presentation Item:** Inter-County Transfers (ICTs): Adriana Ramirez, Deputy Director, Self-Sufficiency Services, Health and Human Services Agency (HHSA). Ms. Ramirez defined what Inter-County Transfers (ICT) are and the steps that are taken when customers call the Access Call Center, reporting when they have moved to or moved out of San Diego. She also shared that ICTs are monitored using daily reports and presented data displaying outgoing and incoming ICTs from January 1st 2024 to December 3rd 2024.
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 an update on the upcoming legislative season, stating that the new 2-year cycle is starting in 2025. She mentioned bills can be introduced starting in December and that we may be seeing recycled bills in the new year. Ms. Elayyat also shared various data points from the department's monthly reports, also informing the Members that a new report will be added in January on Failure to Provide for Medi-Cal, as requested by Vice-Chair Jan Spencley.

ADJOURNMENT/SET NEXT MEETING:

The meeting was adjourned at 11:28 a.m. Next regular meeting will be held on January 8, 2025.

ITEM #4: NOMINATION AND SELECTION OF THE 2025 SSAB CHAIR AND VICE- CHAIR

All Social Services Advisory Board Members



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

All Social Services Advisory Board Members



ITEM #6: INTRODUCTION AND UPDATES, HEALTH & HUMAN SERVICES AGENCY

*Dr. Kimberly Giardina, Deputy Chief Administrative Officer
Health and Human Services Agency (HHSA)*



ITEM #7: REVIEW OF FORECAST OF FEDERAL LEGISLATION AND PROPOSED RULE CHANGES

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



Legislative & Budget

State and Federal Updates

- A new 2-year legislative cycle just began in 2025 for the California State Legislature
 - Deadline to introduce new bills into the legislature is February 24
- Temporary appropriations for federal programs (SNAP and TANF) passed through March



Federal Analysis

Potential Upcoming Changes – Federal Policy Levers

- With the new incoming Federal administration there will be a possibility of regulatory changes/freezes, and Executive Orders
- Congressional legislative tools such as the Congressional Review Act may also be utilized to reverse policies put into place by the current administration



Federal Analysis

Potential Upcoming Changes – Programmatic

- Potential policy changes can be anticipated for the following programs/populations:
- Immigration – scaling back humanitarian protections
- Social Safety Net – funding cuts to SNAP and Medicaid
- Disaster Aid – Stafford Act declarations for California for wildfires and other disasters may be withheld



Federal Analysis

Potential Upcoming Changes – Administrative

- Potential changes to civil service employees which could create vacancies, operational chaos, and federal hiring freezes
- Federal spending cuts of an anticipated \$2 trillion from the \$6.75 trillion federal budget
- Potential of elimination of 10 existing regulations for every new regulation passed, although the regulatory rule making process has not changed





TO: CWDA Board of Directors

**FROM: Rachel Mackey, Senior Associate, CWDA Washington, D.C. Office
Tom Joseph, Director**

DATE: December 12, 2024

RE: POST-ELECTION ANALYSIS

EXECUTIVE SUMMARY

The incoming Republican administration and Congressional majority will employ executive powers and legislative tools to dismantle Biden-era policies, implement new priorities, and reshape the federal government's regulatory and fiscal landscape. This memo includes an overview of the policy levers available to President-elect Trump and Congress and the outlook for health and human services programs and vulnerable populations.

FEDERAL POLICY LEVERS

Regulatory Tools & Presidential Powers: President-elect Trump will immediately seek to advance his agenda using the Executive Branch tools at his disposal, such as regulatory freezes, Executive Orders (EOs), changes to the federal workforce and agency rulemaking, to both overturn/dismantle Biden-era administrative actions as well as set his priorities in motion. However, legal challenges, operational realities and constitutional checks on unilateral spending cuts could interfere with these efforts.

Legislative Tools: Republican lawmakers will likely use the Congressional Review Act to overturn Biden-era rules finalized after August 2024, though few major human services regulations fall within that category. Along with efforts to fund the government through regular order, Congressional leadership will use the early days of session to extend Trump-era tax cuts and implement border priorities through budget reconciliation, a privileged process that requires just 51 votes in the Senate. Timing and priorities for reconciliation are under ongoing negotiation.

OUTLOOK FOR HEALTH AND HUMAN SERVICES PROGRAMS AND VULNERABLE POPULATIONS

Immigration: President-elect Trump plans to immediately scale back humanitarian protections and intensify interior deportations, despite logistical challenges. Immigrants here legally may preemptively disenroll from or avoid key safety net

programs due to concerns that participation could negatively impact future adjustment in status or lead to sensitive data being shared with federal authorities.

Social Safety Net: The largest threat to the social safety net will come from the reconciliation process, which could fast-track cuts to SNAP and Medicaid to pay for tax and border priorities. Pending and future Medicaid waivers may also see impacts. Cuts to the Temporary Assistance for Needy Families (TANF) program and discretionary assistance programs may be harder for the administration to accomplish.

Child Welfare: LGBTQ+ foster youth protections enacted during the Biden administration may be rolled back, and we will likely see a renewed emphasis on partnerships with faith-based providers. The incoming administration may be willing to revisit provisions in the Family First Prevention Services Act provisions to expand prevention services and funding flexibility.

Disaster Aid: Should the President-elect withhold Stafford Act declarations for California wildfires and other disasters, the state may need alternative funding strategies and be forced to cut services as a result.

FEDERAL POLICY LEVERS

REGULATORY TOOLS & PRESIDENTIAL POWERS

President-elect Trump will immediately seek to advance his agenda using the Executive Branch tools at his disposal to both overturn/dismantle Biden-era administrative actions as well as set his own priorities into motion:

Regulatory Freeze

Work on pending rules will stop until the incoming administration has had a chance to review them and ensure all regulatory actions align with its priorities.

Consequently, a proposed Administration for Children and Families (ACF) rule limiting TANF (CalWORKS) block grant expenditures is unlikely to be finalized.

Executive Orders

President-elect Trump is likely to rescind most if not all of President Biden's 143 Executive Orders (EOs) during his first days in office, especially those pertaining to climate policy, immigration, Artificial Intelligence, regulatory procedures, and racial equity. He will then issue a series of EOs that signal his overall policy goals and direct federal agencies to begin acting. However, those agencies will often still need to initiate the formal regulatory process, undertake extensive reviews of policies and procedures, and sometimes even secure funding from Congress.

Shrinking the Federal Workforce

President-elect Trump has indicated that he will reinstate an Executive Order implementing “Schedule F,” a policy aimed at recategorizing certain civil service employees so political appointees have greater discretion to fire them and hire their replacements. However, mass firing of civil servants could see legal challenges and create operational chaos and vacancies that threaten other components of the President-elect’s agenda.

While the federal government employs roughly 2.3 million civilian workers across the country; about 85 percent of those employees live outside the Washington metro area (nearly 250,000 reside in California). The majority are also employed by the Departments of Defense (DOD) and Department of Veterans Affairs (VA). As in 2017, President-elect Trump may also initiate a federal hiring freeze.

Federal Spending Cuts

President-elect Donald Trump has promised sweeping cuts to federal spending as part of his broader economic strategy. Central to these efforts is the newly proposed “Department of Government Efficiency” (DOGE) an advisory commission co-led by Trump loyalists Elon Musk and Vivek Ramaswamy that aims to identify and eliminate waste, fraud, and redundancy across federal programs. Elon Musk said DOGE would find ways to cut at least \$2 trillion from the \$6.75 trillion federal budget. However, DOGE is an advisory body that must work with Congress and the Office of Management and Budget (OMB) to ultimately use existing legislative and regulatory avenues to execute its recommendations.

While many of the ambitious recommendations likely to stem from the commission will require Congressional action or long-term rulemaking, one early strategy reportedly includes repealing the Impoundment Control Act of 1974, which places limits on the ability of the president to withhold appropriated funds without Congressional approval. That said, Congress is exceedingly unlikely to enact legislation diminishing its power of the purse. Should Trump attempt to challenge the law in court, it is unclear how successful he would be—though these actions could certainly delay critical funding from reaching programs in a timely fashion.

Agency Rulemakings

President-elect Trump has promised that for every rule his administration promulgates, they will eliminate ten existing regulations. However, the realities of the administrative state will almost certainly interfere with the realization of this goal. Any rules not subject to the Congressional Review Act (CRA) (see below for more detail) will require new cost benefit analyses, notice and public comment periods, and final deregulatory action. This process typically takes roughly one to two years, and even longer for complex rulemakings. As in the first Trump administration, any new

rulemakings will also likely face frequent legal challenges—though officials charged with implementing Trump’s regulatory policies may be better prepared to avoid legal challenges this time around.

Furthermore, the process for installing Cabinet heads and other senior leaders across federal agencies—many of whom are crucial for directing and implementing the president’s regulatory vision—may be time-consuming, particularly for controversial nominees. The Trump transition team was delayed in signing transition agreements and is estimated to be at least a month behind in that work.

LEGISLATIVE TOOLS

While Republicans will enjoy control of both chambers of Congress and the presidency, the narrow margins of their majorities in the House and Senate will serve as barriers to carrying out the Trump administration agenda via legislation. Instead, lawmakers will need to rely on procedural tools that bypass the 60 votes needed to avoid a Senate filibuster. Leadership will also be limited to moving legislation that enjoys the support of nearly every lawmaker in their party, a tall order in the House of Representatives, in particular. With three Republican vacancies that must be filled via special elections in the spring, House Speaker Mike Johnson (R-LA) will be unable to lose a single vote from his 217 members early in the session.

There are two major legislative tools that we expect to dominate the early 119th Congressional session:

Congressional Review Act

The Congressional Review Act (CRA) allows Congress to repeal rules from the previous Congressional session as long as they were finalized within the 60 days prior to its final adjournment. Senate CRA votes are privileged, meaning they only need a simple majority. Though we do not yet know when the 118th Congressional session will conclude, we expect the lookback to include any Biden administration rules finalized beginning in August. The CRA is a powerful tool, but it requires significant floor time and only allows consideration of a single regulation at a time.

The Biden administration finalized several significant regulations before May 2024 in an attempt to shield them from falling within the CRA lookback period. Human services rules that may be subject to repeal include:

- [*Supporting the Head Start Workforce and Consistent Quality Programming*](#) (HHS)
- [*SNAP \(CalFresh\) Standardization of State Heating and Cooling Standard Utility Allowances*](#) (USDA)
- [*Indian Child Welfare Act \(ICWA\) data elements for the Adoption and Foster Care Analysis and Reporting System*](#) (HHS)

- [*Employment and Training Services for Noncustodial Parents in the Child Support Program*](#) (HHS)

Budget Reconciliation

Budget reconciliation (or simply “reconciliation”) is a special congressional procedure that Congress can use to enact major deficit-increasing and deficit-reducing legislation because it requires just a simple majority to pass the Senate. Notably, reconciliation may not be used to directly affect the Social Security program, including its benefits or its taxes. Most recently, it has been the vehicle by which the Affordable Care Act (ACA), the 2017 Tax Cuts and Jobs Act (TCJA), the American Rescue Plan Act, and the Inflation Reduction Act were all enacted. Republican lawmakers are already beginning to develop priorities for one or two reconciliation packages in 2025 to extend soon-expiring tax cuts and other top party priorities around the border. However, intra-party disagreements remain around what to prioritize for inclusion in an initial reconciliation package.

OUTLOOK FOR HEALTH AND HUMAN SERVICES PROGRAMS AND VULNERABLE POPULATIONS

With these legislative and regulatory levers in mind, here is what we expect to see across key health and human services issues.

IMMIGRATION

Increased Interior Enforcement & Reversal of Humanitarian Protections

In his first 100 days, President-elect Trump plans to begin the process of deporting hundreds of thousands of people, fulfilling a key campaign promise. However, this process is resource intensive and legally fraught. It remains to be seen how quickly the administration can scale up those efforts, even if they declare a national emergency to deploy the military for assistance. In the meantime, immigration advocates expect the administration to engage in high-profile workplace raids, partly with the goal of media coverage that encourages individuals to self-deport.

President-elect Trump is expected to revoke or significantly scale back certain humanitarian protections that allow qualifying individuals to enter, stay in, and sometimes work in the U.S. due to unsafe conditions in their home countries and reduce Refugee Resettlement targets.

The future of the Deferred Action for Child Arrivals (DACA) also remains uncertain due to pending litigation, but President-elect Trump has previously indicated plans to eliminate the protections it offers for over half a million qualifying adults who were brought to the United States as children. The incoming Trump administration will also

decline to defend a Biden era rule, currently under injunction in 19 states, that allows DACA recipients to purchase health coverage through the Affordable Care Act.

Access to Benefits

In the short term, heightened immigration enforcement may deter undocumented immigrants from accessing state-funded health care and other services. However, along with federal privacy and civil rights laws, many safety net programs protect participants' sensitive information from being used for immigration enforcement purposes:

- Medicaid (Medi-Cal)
- Children's Health Insurance Program (CHIP),
- the health insurance marketplace,
- Supplemental Nutrition Assistance Program (SNAP or CalFresh),
- Special Supplemental Nutrition Program for Women, Infants, and Children (WIC)
- National School Lunch Program
- Temporary Assistance for Needy Families (TANF or CalWORKs),
- Child Care and Development Fund (CCDF)
- Head Start and Early Head Start

California further has specific privacy protections that supplement and generally supersede the federal protections in certain programs. According to the National Immigration Law Center, federal laws protecting information about benefit recipients cannot be altered by an executive order. Despite these firewalls, which should be even stronger around state-funded initiatives, agencies may need to prepare for potential attempts by the next administration to bypass them through a change in statute or regulation.

In the longer term, the incoming Trump administration may revisit efforts to significantly expand the definition of Public Charge— a term used in U.S. immigration law to refer to a person in the country legally who is likely to become primarily dependent on government assistance, which can affect their eligibility for a green card, visa, or adjustment in status. The Trump Administration in 2019 updated public charge regulations to include previously excluded health, nutrition, and housing programs. That rule had chilling effects on program participation far beyond the targeted population, even after its eventual reversal under the Biden administration. The incoming administration may also issue regulations preventing mixed-status families from receiving pro-rated housing assistance based on the number of family members who are eligible.

Republican lawmakers may use a reconciliation package to further restrict access to the CTC among mixed-status households by preventing adults with Individual Taxpayer Identification Numbers (ITINs) from claiming the CTC on behalf of their U.S. citizen children.

SOCIAL SAFETY NET

In the short term, the forthcoming budget reconciliation package(s) represents the most significant threat to entitlement programs such as the Supplemental Nutrition Assistance Program (SNAP/CalFresh) and Medicaid/Medi-Cal, which may be used as a potential offset for the enormous cost of extending the 2017 Tax Cuts and Jobs Act (TCJA) and new investments in border enforcement.

Medicaid/Medi-Cal

Republican lawmakers have publicly indicated interest in cutting Medicaid spending via options such as block-granting the program, providing states with a per-capita payment for different populations, reducing the enhanced 90 percent federal Affordable Care Act match for eligible single individuals, instituting work requirements via statute or state waivers and/or reducing the overall federal match below 50 percent.

The Trump administration's waiver priorities for Medicaid in the first term focused on tying health coverage to work requirements, in contrast with the Biden administration's emphasis on social determinants of health. California has five Medi-Cal waivers awaiting approval from Washington. The state's tax on managed care organizations will need renegotiation with the administration in 2026 but has additional changes pending.

SNAP/CalFresh

Republican lawmakers have also expressed interest in cutting SNAP to offset reconciliation costs, including limiting the ability of USDA to update the Thrifty Food Plan (TFP), which informs the formula underlying SNAP benefit amounts, unless it is cost neutral. That provision, included in the House and Senate Republican farm bill drafts, was estimated by CBO to yield \$30 billion in savings over 10 years. Republicans may also target SNAP provisions around categorical eligibility and further restrictions on childless adults.

Changes to SNAP will also be on the table as lawmakers resume negotiations to reauthorize the Farm Bill after working to pass a one-year extension. However, because a farm bill must pass with 60 votes in the Senate, it is less likely that major changes to eligibility and work requirements can be accomplished through that vehicle.

TANF/CalWORKS

Lawmakers have not spoken publicly about whether they intend to use TANF to fund reconciliation. Because TANF is a block grant, programmatic and eligibility changes would not impact overall federal spending and be unlikely to feature heavily in a reconciliation package. During his first term, then-President Trump did propose

eliminating the TANF contingency fund, which states can draw upon during periods of economic distress.

In the longer term, the Administration may take a closer look at the TANF reserve funds many states retain in their budgets. However, efforts to fundamentally overhaul TANF may be minimal given bipartisan support for the Fiscal Responsibility Act (FRA) pilots in five states –including California—currently underway to test alternative metrics for work outcomes.

Discretionary Programs

In his first term, then-President Trump proposed deep cuts across a variety of assistance programs funded on the discretionary side of the ledger. However, non-defense discretionary spending represents just 14 percent of the federal budget, limiting its impact on deficit reduction. Cuts to programs such as the Workforce Investment and Opportunity Act, the Community Services Block Grant, Child Care and Development Block Grant, Low-Income Home Energy Assistance Program, Older Americans Act, WIC and the Social Services Block Grant would require action by Congress via the regular appropriations process, which could prove politically difficult.

CHILD WELFARE

The incoming administration will likely focus on reversing any Biden policy or program which highlights LGBTQ+ foster youth. Those efforts, however, would likely be via the regulatory or guidance route, including giving faith-based organizations the ability to choose which populations it would serve without losing federal financial support.

Later in the new Administration, there may be efforts to revisit the Family First Prevention Services Act (FFPSA). The first Trump administration proposed loosening up the Qualified Residential Treatment Program's (QRT) Institution for Mental Disease (IMD) exclusion. The first Trump administration was also open to expanding the list of prevention services that could be reimbursed under FFPSA.

DISASTER AID

Presidents have executive authority to decide whether, when and where to direct emergency aid. If a president rejects providing federal aid, state officials may be able to work with Congress to secure supplemental funds for recovery, but that would require passage and enactment of legislation. Some agencies, including USDA and HHS, may be able to provide limited funding for disaster response without a Stafford Act declaration. The ultimate burden to make up the difference would fall on California, however, raising the possibility of cuts to other programs or funds to respond to disasters.

ITEM #8: UPDATE ON PUBLIC ASSISTANCE PROGRAMS, WAIVERS, ENROLLMENT, SERVICE DELIVERY, DATA

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



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
- 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



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



**ITEM #9: 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



MONTHLY UPDATES





ELIGIBILITY SERVICES BY THE NUMBERS...

January 2025 (Data Month: December 2024)

PARTICIPANTS

- **CalFresh:** 406,214 recipients, up 4.82% from last year.
 - 132,176 child recipients (0-18), up 2.89% from last year.
 - 98,703 senior recipients (60+), up 6.48% from last year.
- **CalWORKs:** 52,705 recipients, up 5.98% from last year.
 - 38,453 child recipients (0-18), up 8.10% from last year.
 - Welfare-to-Work: 13,112 participants, down 10.68% from last year.
- **CMS:** 6 CMS recipients, up 20.00% from last year.
- **General Relief:** 6,035 recipients, up 28.27% from last year.
- **Medi-Cal:** 898,743 recipients, down 7.34% from last year.
 - 297,554 child recipients (0-18), down 7.91% from last year.
 - 19,378 Medi-Cal Expansion Over 50 Years.

Program	Cases	Recipients	% Change in Recipients		Unduplicated Number of Recipients (December 2023–December 2024)
			Previous Month	Previous Year	
CalFresh	241,935	406,214	0.34%	4.82%	550,164
CalWORKs	18,481	52,705	0.46%	5.98%	73,606
CMS	6	6	-25.00%	20.00%	42
General Relief	6,009	6,035	-0.74%	28.27%	16,283
Medi-Cal	524,290	898,743	-1.67%	-7.34%	1,129,811
Total	790,721	1,363,703	-0.99%	-3.41%	1,241,516**

*Recipients include 346,258 under ACA Medicaid Coverage Expansion.

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

PROCESSING

Applications Registered		
Program	December 2024	FYTD
CalFresh	18,631	126,901
CalWORKs	2,518	16,314
CMS	29	182
General Relief	3,548	23,051
Medi-Cal	17,641	91,502
Total	42,367	257,950

Renewals Generated		
Program	December 2024	FYTD
CalFresh	12,869	78,240
CalWORKs	1,481	9,555
CMS	5	18
General Relief	168	829
Medi-Cal	52,510	236,205
Total	67,033	324,847

Periodic Reports Generated		
Program	December 2024	FYTD
CalFresh	14,886	86,469
CalWORKs	1,633	8,581
General Relief	0	0
Medi-Cal	59	364
Total	16,578	95,414

Documents Imaged	
December 2024	FYTD
381,524	2,490,627

Tasks Created	
December 2024	FYTD
339,046	3,052,138

ACCESS CUSTOMER SERVICE CENTER

Customer Service				
Month	December 2023	December 2024	Change	FYTD
Total Calls	248,263	235,491	-12,772	1,286,212
Abandoned	6,907	6,488	-419	26,811
Average Wait Time	1:24	1:08	-0:16	0:55

Community Based Organization (CBO)				
Month	December 2023	December 2024	Change	FYTD
Total Calls	5,883	6,182	299	40,147
Abandoned	165	65	-100	563
Average Wait Time	3:33	1:13	-2:20	1:25

Emails Received	
December 2024	FYTD
2,366	15,696

FAMILY RESOURCE CENTER VISITS

Month	December 2023	December 2024	Change	FYTD
Total Tickets Issued	43,321	48,320	10%	303,620
Average Wait Time (min.)	(* -)	(* -)	N/A	

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

Processing Timeliness Applications, Periodic Reports, and Renewals

CalFresh

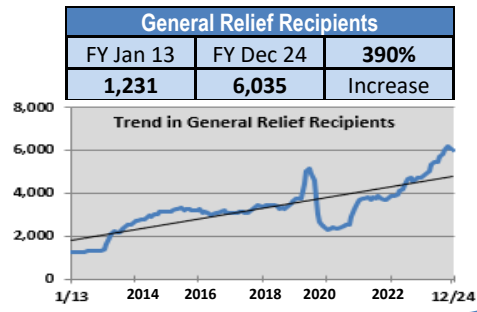
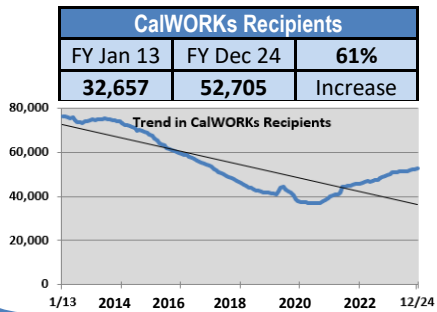
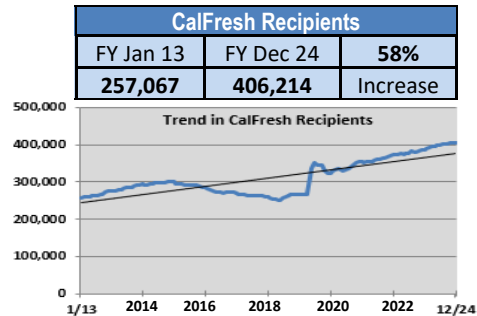
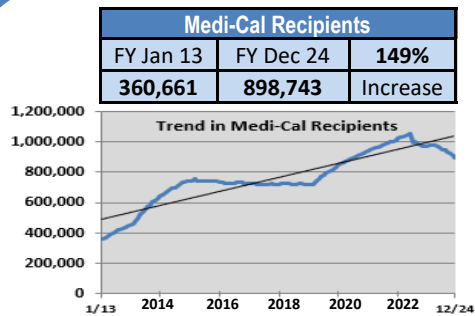
- Regular Applications: State required days to disposition = 30 Days
 - San Diego = 20 Days
- Expedited Applications: State required days to disposition = 3 Days
 - San Diego = 2 Days
- Semi-Annual Reporting Timeliness = 94%
- Annual Renewal Timeliness = 88%

CalWORKs

- Regular Applications: State required days to disposition = 45 Days
 - San Diego = 19 Days
- Immediate Need: State required days to disposition = 1 Day
 - San Diego = 1 Day
- Semi-Annual Reporting Timeliness = 96%
- Annual Renewal Timeliness = 86%

Medi-Cal

- Regular Applications: State required days to disposition = 45 Days
 - San Diego = 23 Days
- Annual Renewal Timeliness = 96%



Office of Military and Veterans Affairs (OMVA) Data Tracker

OMVA Service Delivery	December 2024	FYTD
Calls Received	2,380	24,402
Calls Received– Average Wait Times	1:17	3:05
In-Person Customer Visits	1,429	12,476
Driver's License Applications	4	49
License Plate Applications	249	1,646
College Fee Waiver Applications	142	4,048
VA Claim Appointments Made	550	3,548
VA Claim Appointments Wait Time (Business Days)	14	10
Community Events	0	27
Contacts Made at Community Events	0	915

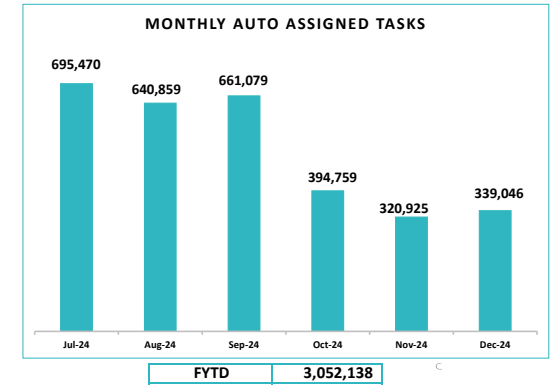
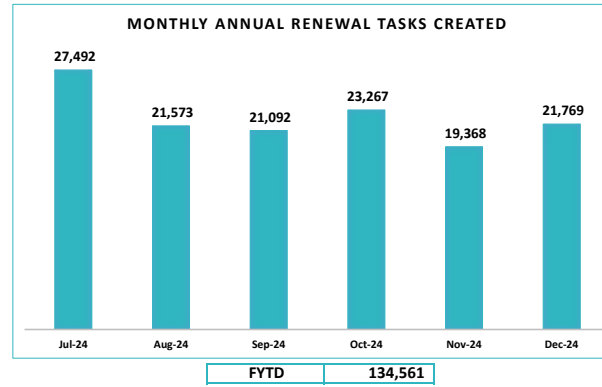
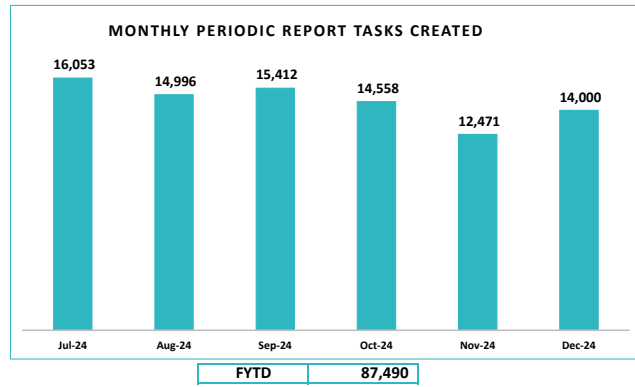
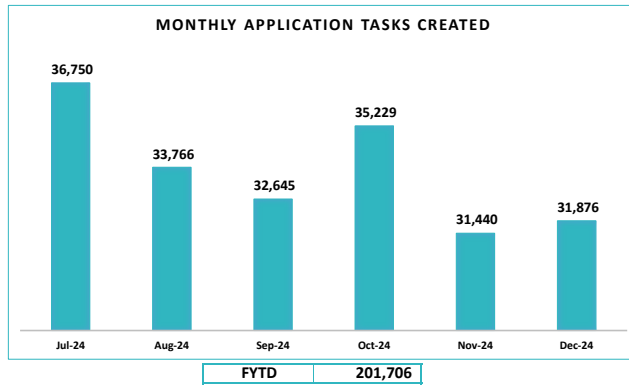
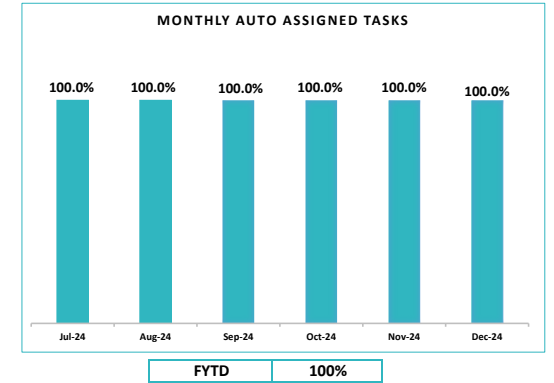
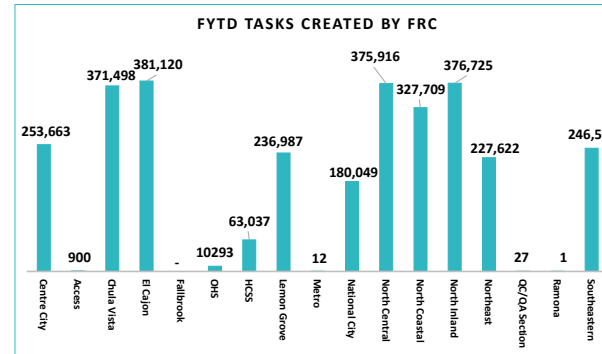
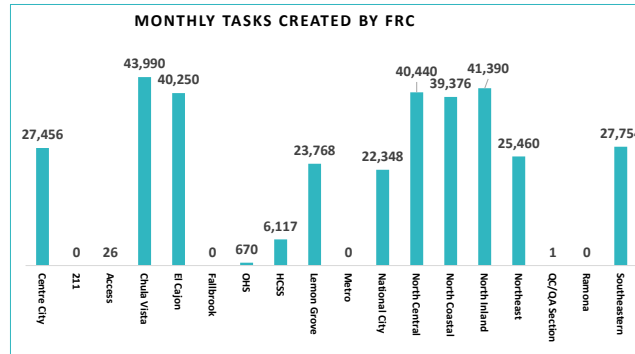
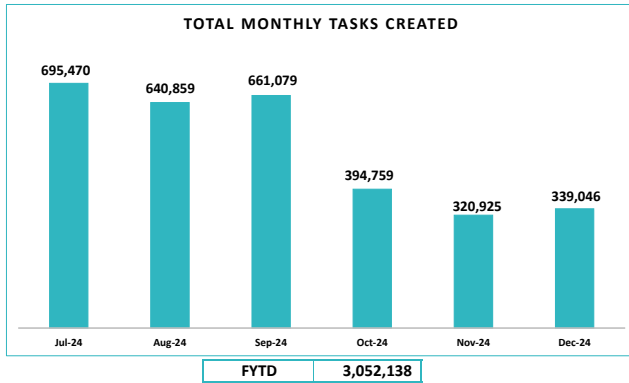


Monthly Self-Sufficiency Services Performance Dashboard (FY 24/25)

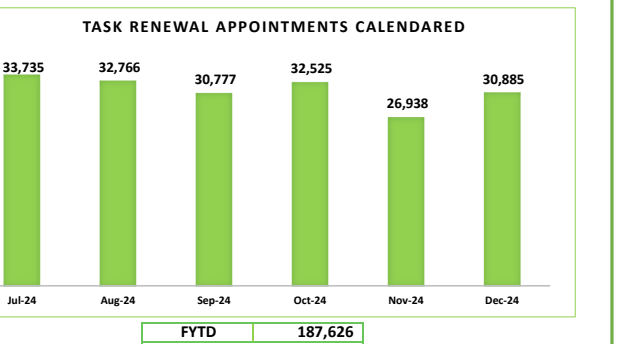
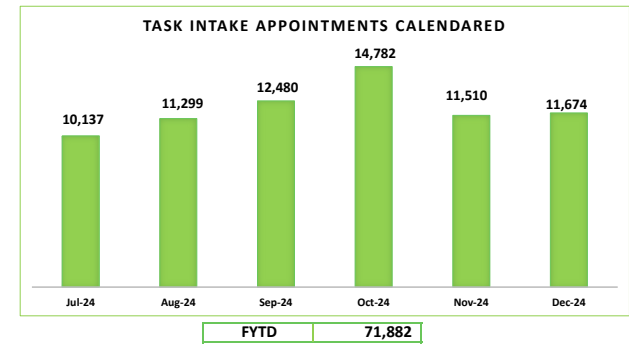
San Diego County

Data Month : December 2024

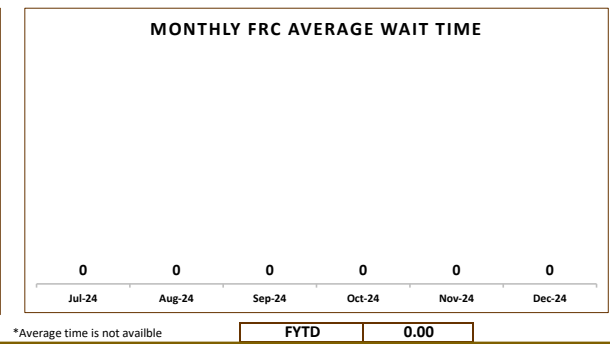
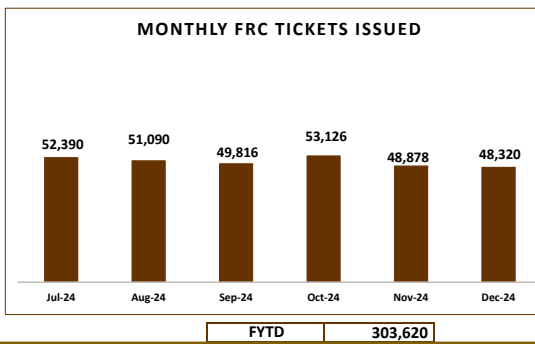
CalSAWS Tasks Created



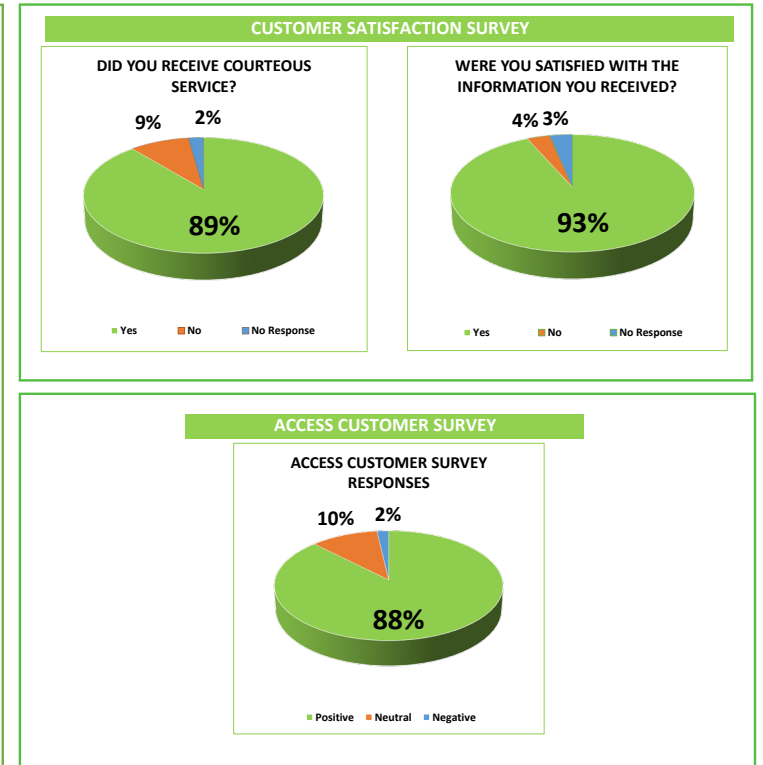
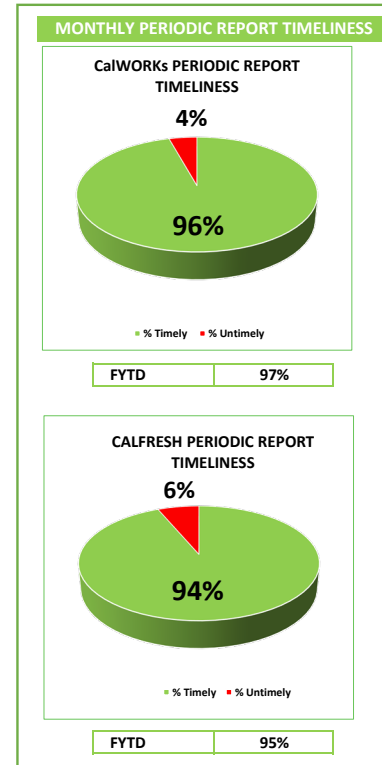
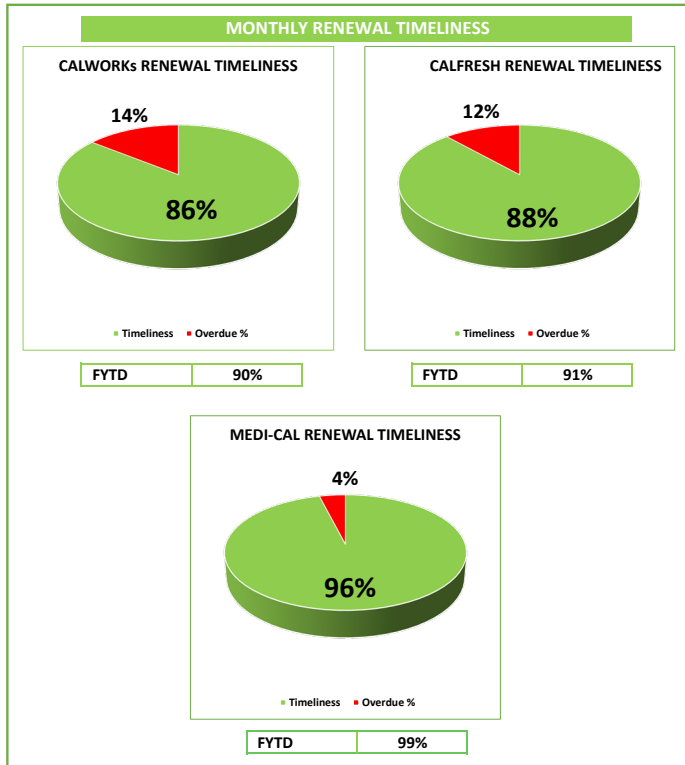
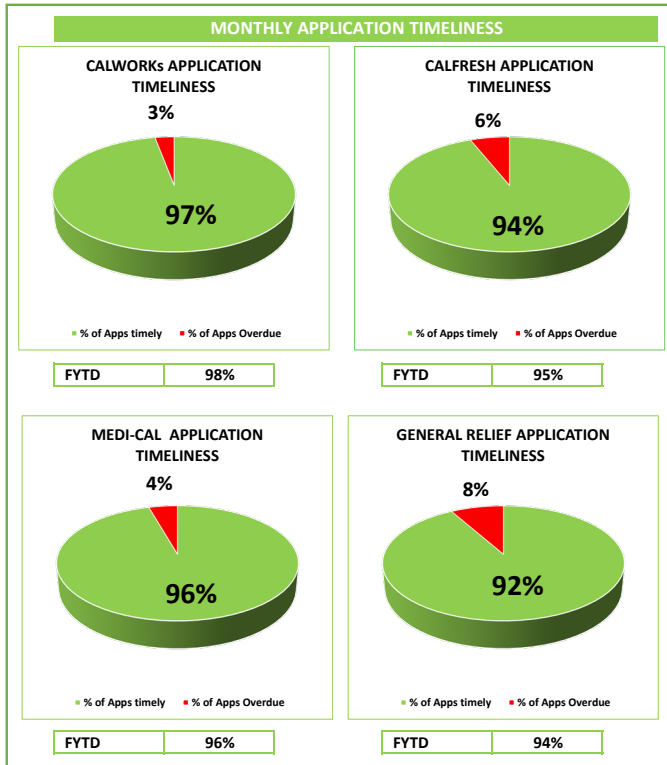
MONTHLY CALSAWS CALENDARED APPOINTMENTS



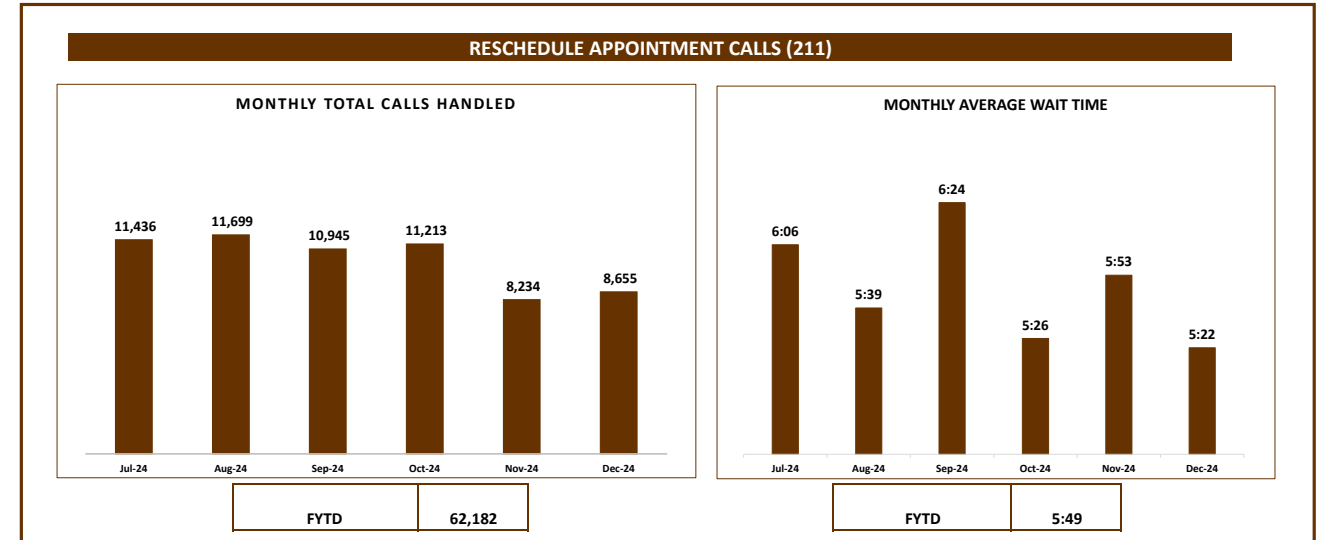
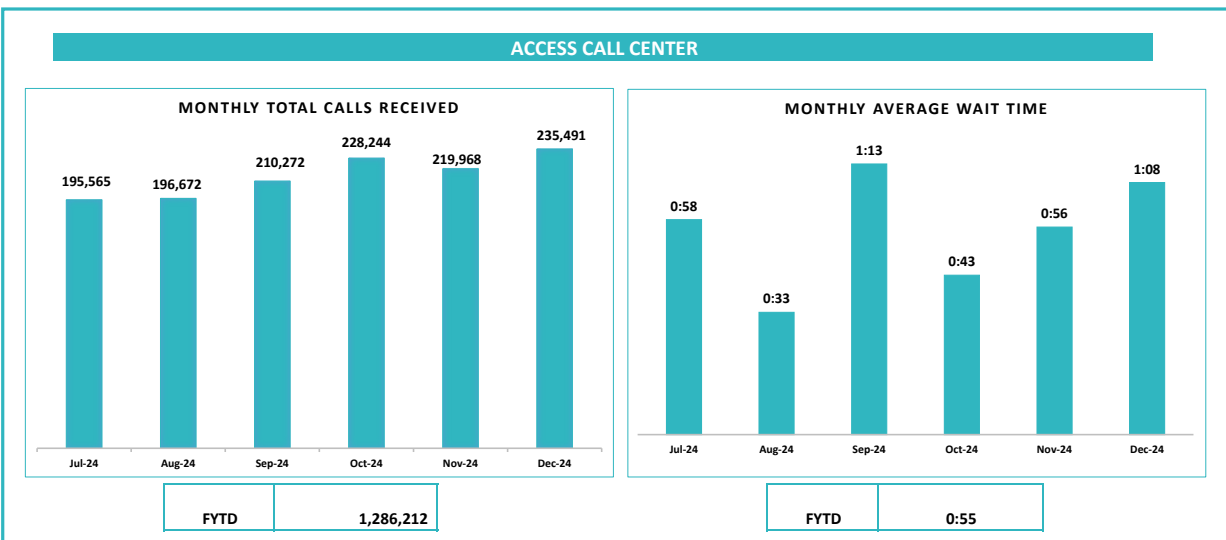
LOBBY MANAGEMENT



CASE PROCESSING PERFORMANCE (CALSAWS)



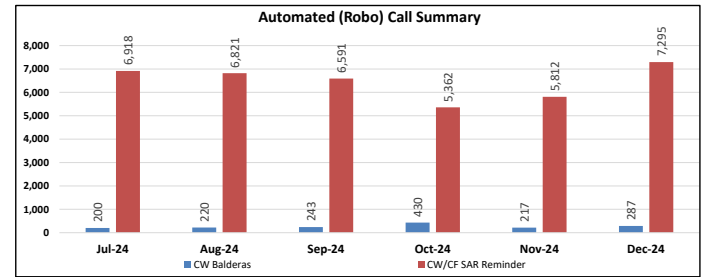
ACCESS CALL CENTER



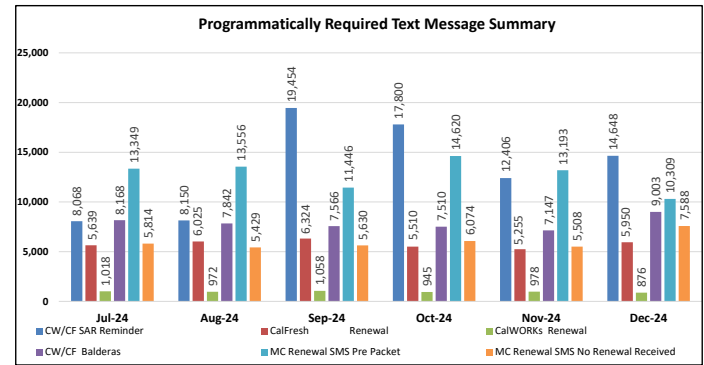


Monthly Robo-Calls & Text Messaging Report FY 2024/2025

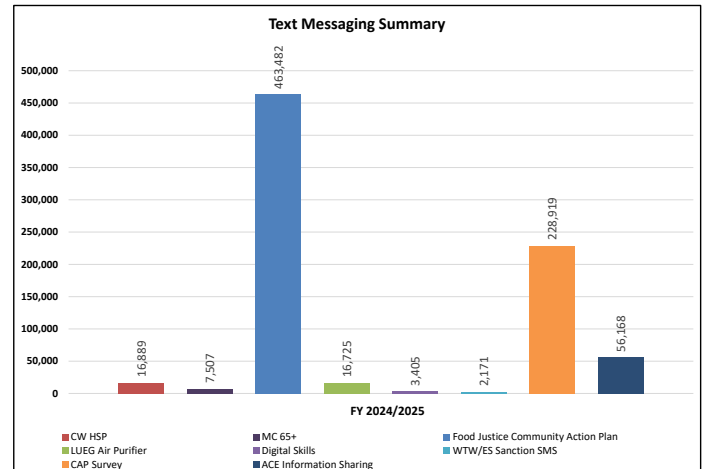
Automated (Robo) Call Summary	Program		
Month	CW/CF SAR Reminder	CW Balderas	Grand Total
July 2024	6,918	200	7,118
August 2024	6,821	220	7,041
September 2024	6,591	243	6,834
October 2024	5,362	430	5,792
November 2024	5,812	217	6,029
December 2024	7,295	287	7,582
January 2025			
February 2025			
March 2025			
April 2025			
May 2025			
June 2025			
Grand Total	38,799	1,597	40,396



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								
February 2025								
March 2025								
April 2025								
May 2025								
June 2025								
Grand Total	80,526	47,236	34,703	5,847	76,473	36,043	795,266	1,076,094



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	Grand Total
July 2024	16,889	1,316							18,205
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									
February 2025									
March 2025									
April 2025									
May 2025									
June 2025									
Grand Total	16,889	7,507	463,482	16,725	3,405	2,171	228,919	56,168	795,266



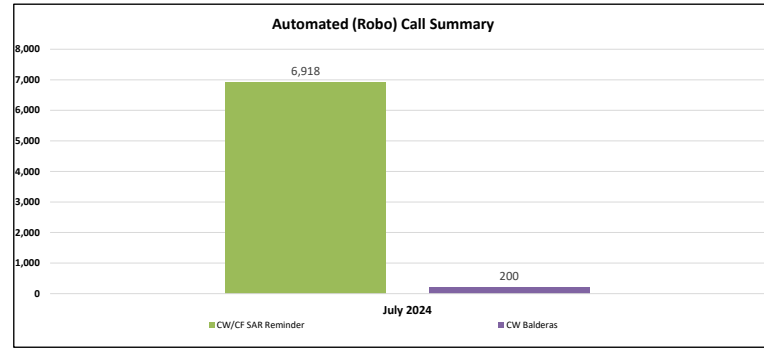
*Note: Robo Calls have been temporarily suspended in all circumstances except for CalWORKs and CalFresh Balderas call notifications. In lieu of this, all former Robo Call recipients were reprogrammed to receive text message notifications to alert them of any upcoming case actions.

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

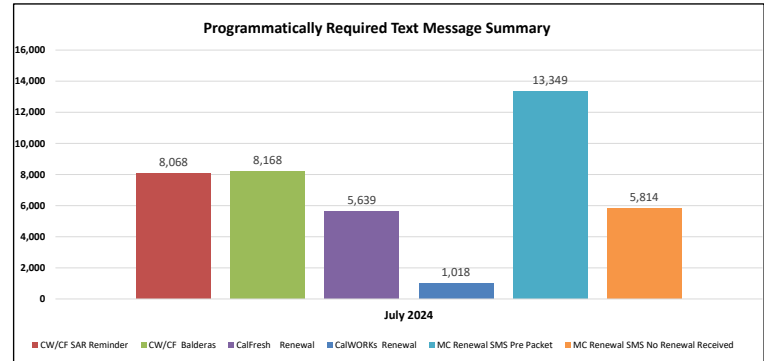
Effective 12/2020, Access is no longer doing the Monthly Consent Text Messaging RRR Campaign, nor mailing CF Packets.

July 2024

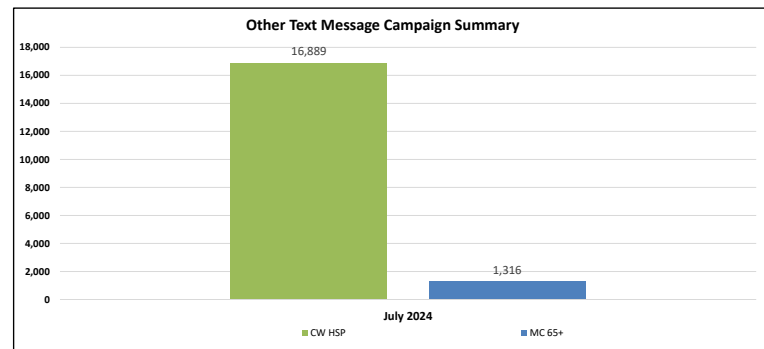
Automated (Robo) Call Summary	Program		
Month	CW/CF SAR Reminder	CW Balderas	Grand Total
July 2024	6,918	200	7,118
Grand Total	6,918	200	7,118



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
Grand Total	8,068	8,168	5,639	1,018	13,349	5,814	18,205	60,261



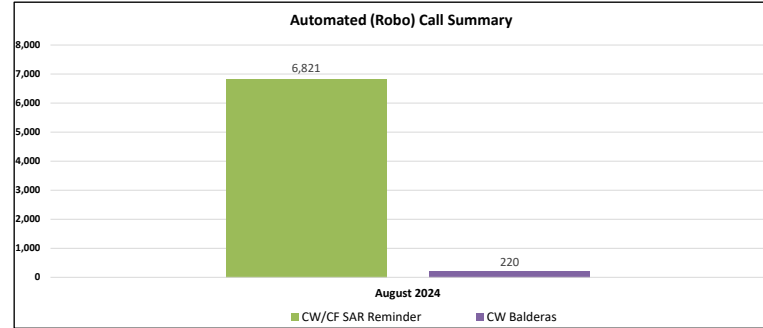
Text Messaging Summary	Special Campaign		
Month	CW HSP	MC 65+	Grand Total
July 2024	16,889	1,316	18,205
Grand Total	16,889	1,316	18,205



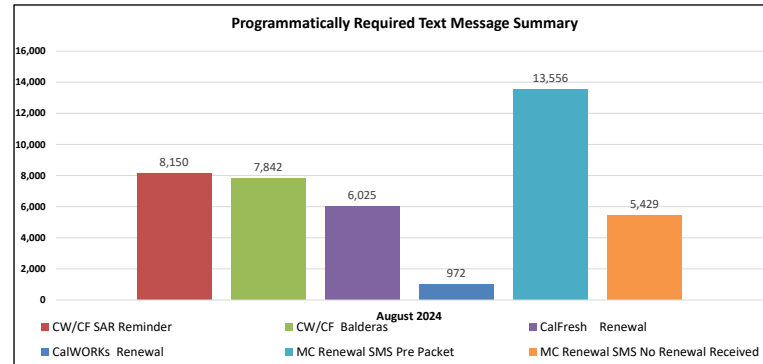
Report Data Month: 07/2024
Report Run Date: 01/03/2025

August 2024

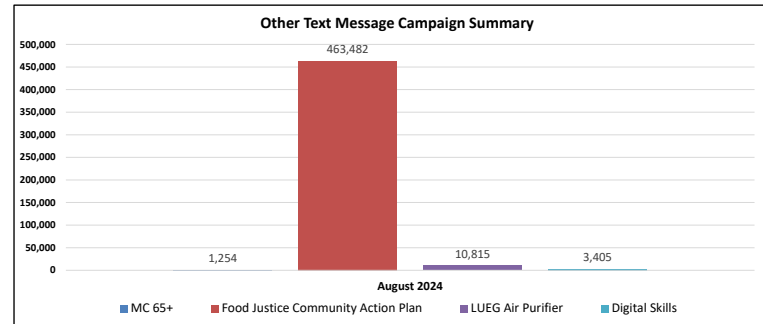
Automated (Robo) Call Summary	Program		
Month	CW/CF SAR Reminder	CW Balderas	Grand Total
August 2024	6,821	220	7,041
Grand Total	6,821	220	7,041



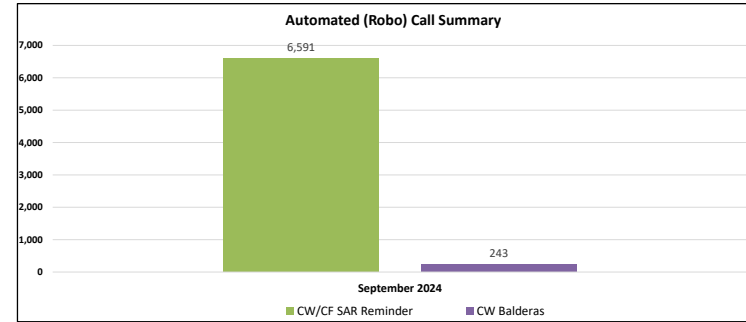
Text Messaging Summary	Program							
Month	CW/CF SAR Reminder	CW/CF Balderas	CalFresh Renewal	CalWORKs Renewal	MC Renewal SMS Pre Packet	MC Renewal SMS No Renewal Received	Other	Grand Total
August 2024	8,150	7,842	6,025	972	13,556	5,429	478,956	520,930
Grand Total	8,150	7,842	6,025	972	13,556	5,429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



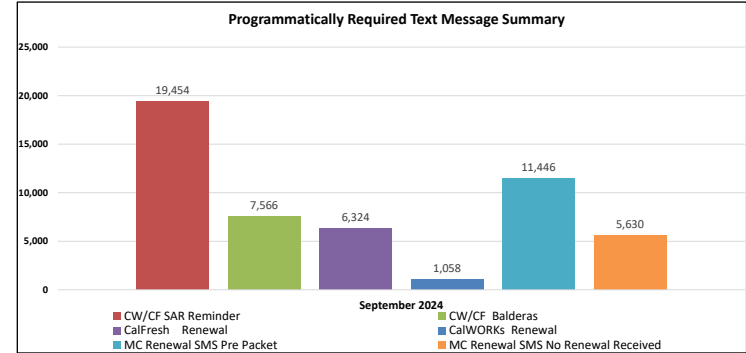
Text Messaging Summary	Special Campaign				
Month	MC 65+	Food Justice Community Action Plan	LUEG Air Purifier	Digital Skills	Grand Total
August 2024	1,254	463,482	10,815	3,405	478,956
Grand Total	1,254	463,482	10,815	3,405	478,956



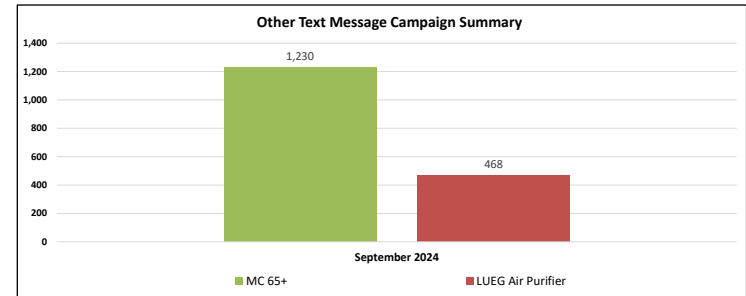
Automated (Robo) Call Summary			
Month	Program	CW Balderas	Grand Total
September 2024	CW/CF SAR Reminder	243	6,834
Grand Total		243	6,834



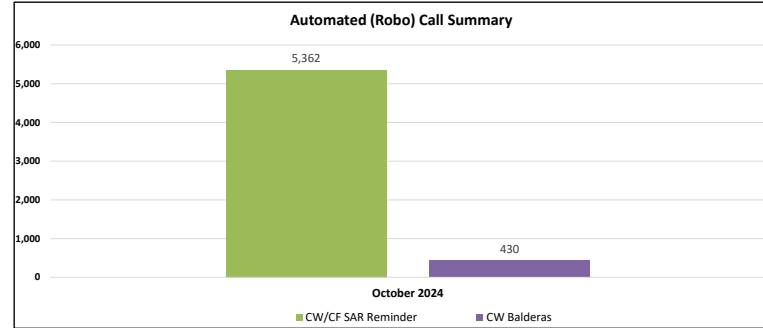
Text Messaging Summary								
Month	Program	CW/CF Balderas	CalFresh Renewal	CalWORKs Renewal	MC Renewal SMS Pre Packet	MC Renewal SMS No Renewal Received	Other	Grand Total
September 2024	CW/CF SAR Reminder	7,566	6,324	1,058	11,446	5,630	1,698	53,176
Grand Total		7,566	6,324	1,058	11,446	5,630	1,698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



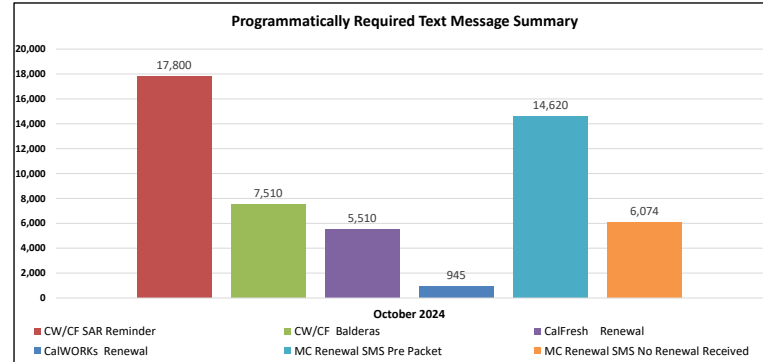
Text Messaging Summary			
Month	Special Campaign	LUEG Air Purifier	Grand Total
September 2024	MC 65+	468	1,698
Grand Total		468	1,698



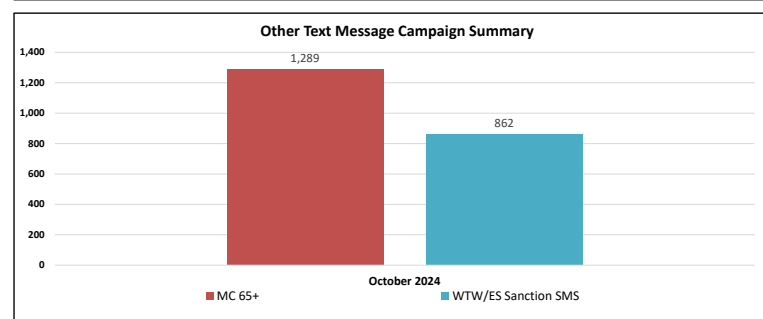
Automated (Robo) Call Summary			
Month	Program	CW Balderas	Grand Total
October 2024	CW/CF SAR Reminder	430	5,792
Grand Total		430	5,792



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
October 2024	CW/CF SAR Reminder	7,510	5,510	945	14,620	6,074	2,151	54,610
Grand Total		7,510	5,510	945	14,620	6,074	2,151	54,610

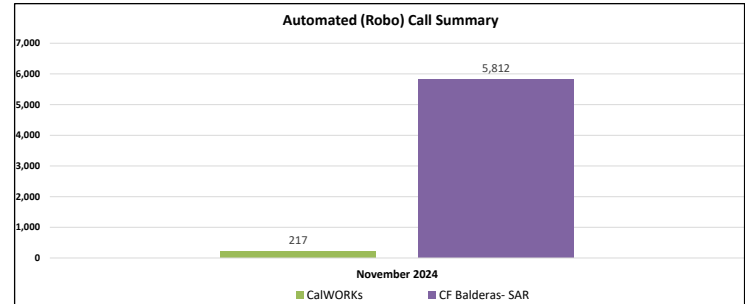


Text Messaging Summary			
Month	Special Campaign	WTW/ES Sanction SMS	Grand Total
October 2024	MC 65+	862	2,151
Grand Total		862	2,151

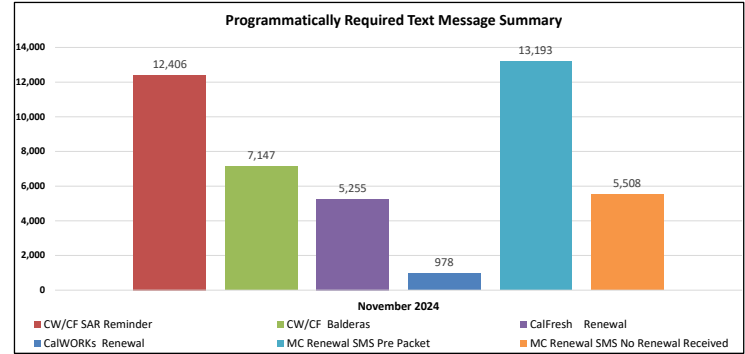


November 2024

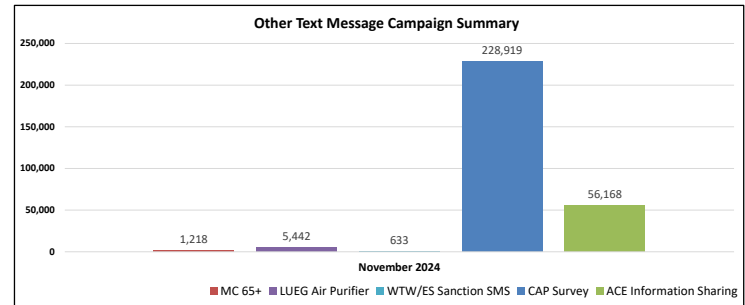
Automated (Robo) Call Summary			
Month	Program		
November 2024	CalWORKs	CF Balderas- SAR	Grand Total
November 2024	217	5,812	6,029
Grand Total	217	5,812	6,029



Text Messaging Summary								
Month	Program							
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	Grand Total
November 2024	12,406	7,147	5,255	978	13,193	5,508	292,380	336,867
Grand Total	12,406	7,147	5,255	978	13,193	5,508	292,380	336,867



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

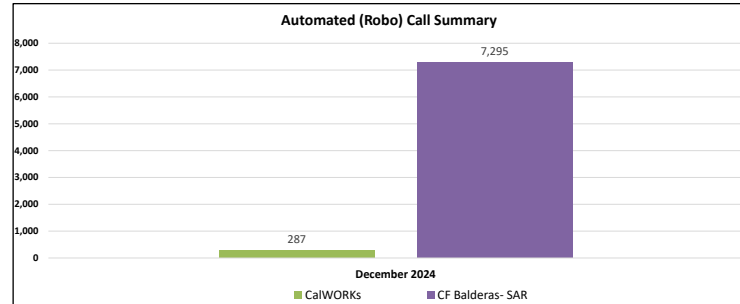


Data Sources: Monthly M40-181A CW Discontinuance Call List, Monthly CF SAR Not Received Call List, Monthly CF Only RRR Not Complete Call List, Monthly Balderas Outbound Call List, Monthly MC RRR RoboCall, Monthly Consent Text Message Report, Monthly CF Balderas Call Report

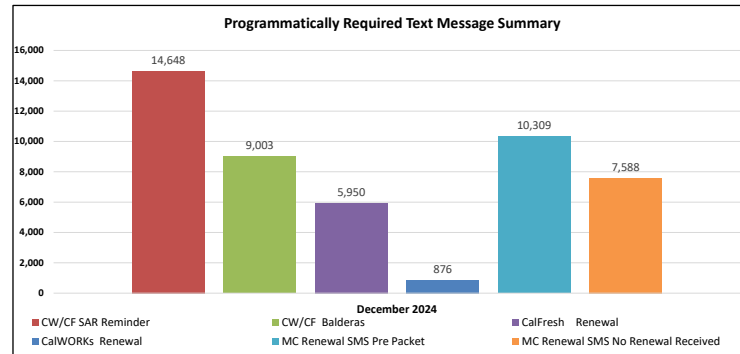
Report Data Month: 11/2024
Report Run Date: 01/03/2025

December 2024

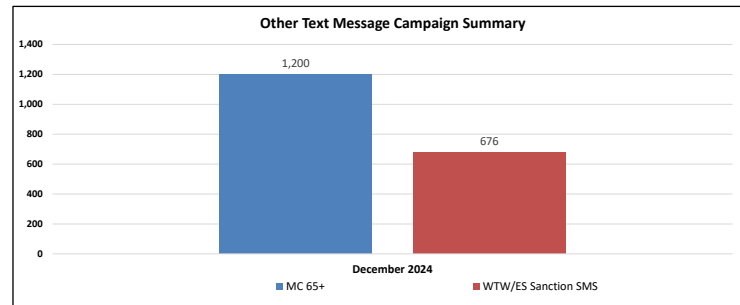
Automated (Robo) Call Summary			
Month	Program	CF Balderas- SAR	Grand Total
December 2024	287	7,295	7,582
Grand Total	287	7,295	7,582



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
Grand Total	14,648	9,003	5,950	876	10,309	7,588	1,876	50,250



Text Messaging Summary			
Month	Special Campaign	WTW/ES Sanction SMS	Grand Total
December 2024	1,200	676	1,876
Grand Total	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

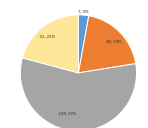
Report Data Month: 12/2024
Report Run Date: 01/03/2025



Community Based Organizations General Relief Referrals

General Relief Application Referrals by Application Status									
Organization	LCID	HCES Activities Total FYA	Approved	Rejected	On Hold	Expired	Not Yet	Not Yet	Total
1st City		1	1	0	0	0	0	0	1
2nd City		1	1	0	0	0	0	0	1
3rd City		1	1	0	0	0	0	0	1
4th City		1	1	0	0	0	0	0	1
5th City		1	1	0	0	0	0	0	1
6th City		1	1	0	0	0	0	0	1
7th City		1	1	0	0	0	0	0	1
8th City		1	1	0	0	0	0	0	1
9th City		1	1	0	0	0	0	0	1
10th City		1	1	0	0	0	0	0	1
11th City		1	1	0	0	0	0	0	1
12th City		1	1	0	0	0	0	0	1
13th City		1	1	0	0	0	0	0	1
14th City		1	1	0	0	0	0	0	1
15th City		1	1	0	0	0	0	0	1
16th City		1	1	0	0	0	0	0	1
17th City		1	1	0	0	0	0	0	1
18th City		1	1	0	0	0	0	0	1
19th City		1	1	0	0	0	0	0	1
20th City		1	1	0	0	0	0	0	1
21st City		1	1	0	0	0	0	0	1
22nd City		1	1	0	0	0	0	0	1
23rd City		1	1	0	0	0	0	0	1
24th City		1	1	0	0	0	0	0	1
25th City		1	1	0	0	0	0	0	1
26th City		1	1	0	0	0	0	0	1
27th City		1	1	0	0	0	0	0	1
28th City		1	1	0	0	0	0	0	1
29th City		1	1	0	0	0	0	0	1
30th City		1	1	0	0	0	0	0	1
31st City		1	1	0	0	0	0	0	1
32nd City		1	1	0	0	0	0	0	1
33rd City		1	1	0	0	0	0	0	1
34th City		1	1	0	0	0	0	0	1
35th City		1	1	0	0	0	0	0	1
36th City		1	1	0	0	0	0	0	1
37th City		1	1	0	0	0	0	0	1
38th City		1	1	0	0	0	0	0	1
39th City		1	1	0	0	0	0	0	1
40th City		1	1	0	0	0	0	0	1
41st City		1	1	0	0	0	0	0	1
42nd City		1	1	0	0	0	0	0	1
43rd City		1	1	0	0	0	0	0	1
44th City		1	1	0	0	0	0	0	1
45th City		1	1	0	0	0	0	0	1
46th City		1	1	0	0	0	0	0	1
47th City		1	1	0	0	0	0	0	1
48th City		1	1	0	0	0	0	0	1
49th City		1	1	0	0	0	0	0	1
50th City		1	1	0	0	0	0	0	1
51st City		1	1	0	0	0	0	0	1
52nd City		1	1	0	0	0	0	0	1
53rd City		1	1	0	0	0	0	0	1
54th City		1	1	0	0	0	0	0	1
55th City		1	1	0	0	0	0	0	1
56th City		1	1	0	0	0	0	0	1
57th City		1	1	0	0	0	0	0	1
58th City		1	1	0	0	0	0	0	1
59th City		1	1	0	0	0	0	0	1
60th City		1	1	0	0	0	0	0	1
61st City		1	1	0	0	0	0	0	1
62nd City		1	1	0	0	0	0	0	1
63rd City		1	1	0	0	0	0	0	1
64th City		1	1	0	0	0	0	0	1
65th City		1	1	0	0	0	0	0	1
66th City		1	1	0	0	0	0	0	1
67th City		1	1	0	0	0	0	0	1
68th City		1	1	0	0	0	0	0	1
69th City		1	1	0	0	0	0	0	1
70th City		1	1	0	0	0	0	0	1
71st City		1	1	0	0	0	0	0	1
72nd City		1	1	0	0	0	0	0	1
73rd City		1	1	0	0	0	0	0	1
74th City		1	1	0	0	0	0	0	1
75th City		1	1	0	0	0	0	0	1
76th City		1	1	0	0	0	0	0	1
77th City		1	1	0	0	0	0	0	1
78th City		1	1	0	0	0	0	0	1
79th City		1	1	0	0	0	0	0	1
80th City		1	1	0	0	0	0	0	1
81st City		1	1	0	0	0	0	0	1
82nd City		1	1	0	0	0	0	0	1
83rd City		1	1	0	0	0	0	0	1
84th City		1	1	0	0	0	0	0	1
85th City		1	1	0	0	0	0	0	1
86th City		1	1	0	0	0	0	0	1
87th City		1	1	0	0	0	0	0	1
88th City		1	1	0	0	0	0	0	1
89th City		1	1	0	0	0	0	0	1
90th City		1	1	0	0	0	0	0	1
91st City		1	1	0	0	0	0	0	1
92nd City		1	1	0	0	0	0	0	1
93rd City		1	1	0	0	0	0	0	1
94th City		1	1	0	0	0	0	0	1
95th City		1	1	0	0	0	0	0	1
96th City		1	1	0	0	0	0	0	1
97th City		1	1	0	0	0	0	0	1
98th City		1	1	0	0	0	0	0	1
99th City		1	1	0	0	0	0	0	1
100th City		1	1	0	0	0	0	0	1

General Relief Percentage of Referrals

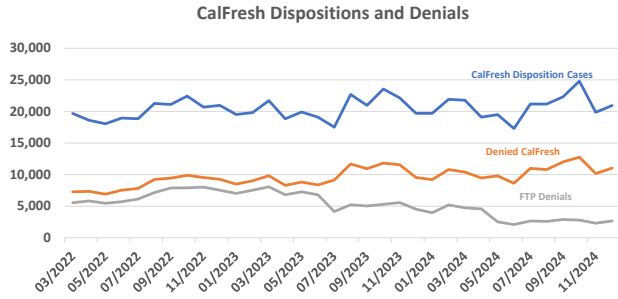


* Invalid applications received for a benefit relief program already in Pending or Approved status.



**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%





Months	Count of Case Number
Jun-23	7,334
Jul-23	2,471
Aug-23	10,175
Sep-23	8,323
Oct-23	9,439
Nov-23	9,496
Dec-23	7,176
Jan-24	5,786
Feb-24	7,716
Mar-24	8,203
Apr-24	8,483
May-24	11,597
Jun-24	8,978
Jul-24	9,056
Aug-24	14,199
Sep-24	11,859
Oct-24	12,137
Nov-24	17,393
Dec-24	24,589
Grand Total	194,410

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%

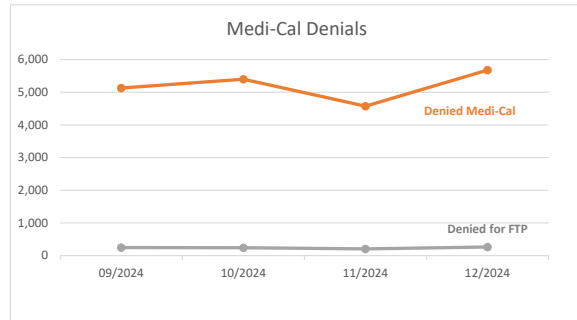
Medi-Cal Renewals	Jan-25	%	Jan-25	%	Feb-25	%
Total Medi-Cal Renewals Due	52,523	100%	52,523	100%	47,657	100%
Total Medi-Cal Renewals Auto Renewed	22,623	43%	22,623	43%	23,917	50%
Total Medi-Cal Renewals Renewed via Combo Case*	19,460	37%	20,349	39%	12,022	25%
Total Medi-Cal Renewal Packets Mailed	10,085	19%	10,085	19%	10,665	22%
Packets Received, Not Yet Processed	289	1%	2,411	5%	309	1%
Total Medi-Cal Renewals Completed	42,083	80%	42,972	82%	35,939	75%
Total Medi-Cal Renewals Pending Receipt	10,151	19%	7,140	14%	11,409	24%

Source: Daily RRR Status Report
 *Combo: Medi-Cal With Active CF/GR/CW
 Report Date: 01/03/2025



**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%





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%

