

**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://sdcountry-ca-gov.zoom.us/j/83305025075>**

**July 10, 2024
9:30 a.m. to 11:30 a.m.**

AGENDA

- 9:30 - 9:31 1. Call to Order
- 9:31 - 9:33 2. **Action Item:** Approval of June 12, 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. **Presentation Item:** State Budgets Impact Update: Jeannie Hufford, Deputy Director, Self-Sufficiency Services, Health and Human Services Agency (HHSA)
- 9:55 – 10:25 5. **Presentation Item:** Access Call Center Update: Yenissa Salgado, Chief, Self-Sufficiency Services, Health and Human Services Agency (HHSA)
- 10:25 – 10:45 6. **Action Item:** Review Legislative Advocacy Bills that Support SSAB Strategic Priorities: Assmaa Elayyat, Deputy Director, Self-Sufficiency Services, Health and Human Services Agency (HHSA)
- 10:45 – 11:30 7. **Information Item:** Update on Medi-Cal Renewals, PHE Lift for Public Assistance Programs, Waivers, Enrollment, Service Delivery, Data: Assmaa Elayyat, Deputy Director, Self-Sufficiency Services, Health and Human Services Agency (HHSA)

ADJOURNMENT/ NEXT MEETING

Next regular meeting will be held on August 11, 2024 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
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**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://zoom.us/j/92468426185>

SSAB Meeting Minutes

June 12, 2024

Members Present

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

Members Absent

Greg Anglea
Keara O'Laughlin

Staff Present

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

Guests

Jack Dailey, Legal Aid Society of San Diego
Daniel Benson, Legal Aid Society of San Diego
Stephanie Phann, HASDIC
Adrian Carstens, 2-1-1 San Diego
Jessica Peter, 2-1-1 San Diego
Cierra Williams, SEIU
Dawn Schultheis-Musselman, HHSA Staff
Eduardo Gaeta, HHSA Staff
Iris Trammel, HHSA Staff
Gerrell Howard, HHSA Staff
Mamie Alston-McCall, HHSA Staff
Angel Wright, HHSA Staff
Stephanie Palafox

1. Meeting called to order at 9:34 by Chair, Vino Pajanor.
2. The May 8, 2024 Meeting Minutes were approved, with all Board Members present voting yes.

3. Public Comments:
 - No public comment
4. **Presentation Item:** State Budgets Impact Overview: Jeannie Hufford, Deputy Director, Self-Sufficiency Services, Health and Human Services Agency (HHSA). Ms. Hufford provided an overview of the State Budget deficit that projects a \$44.9B deficit from the May Revision and its \$61.2M impact to Self-Sufficiency Services programs. The Medi-Cal Administration with a proposed reduction of \$3.5M, the CalFresh Administration with a \$5.1M reduction and the CalWORKs Administration will be greatly impacted, with a \$21.3M reduction and further eliminations.
5. **Information Item:** Review Legislative Advocacy Bills that Support SSAB Strategic Priorities: Assmaa Elayyat, Deputy Director, Self-Sufficiency Services, Health and Human Services Agency (HHSA). Ms. Elayyat shared an updated draft letter of support to the Board of Supervisor regarding SB 2241, which the Members present at the previous meeting voted yes to move forward with advocating. She also shared a message from Dr. Eric McDonald, Interim Agency Director for the Health and Human Services Agency, regarding the presentation of the CAO's Recommended Budget for Fiscal Year 2024-25 to the Board of Supervisors and what it means for the Agency if the Governor's current proposal stands.
6. **Information Item:** Update on Medi-Cal Renewals, PHE Lift for Public Assistance Programs, Waivers, Enrollment, Service Delivery, Data: Assmaa Elayyat, Deputy Director, Self-Sufficiency Services, Health and Human Services Agency (HHSA). Ms. Elayyat provided an update on the County's Opt-in for additional BenefitsCal features, including Interview Nudge, General Relief application, EBT/BIC replacement, VITA, Disaster CalFresh (when DCF is active), Click to Chat and Call Me. She also shared updates on CalFresh, Medi-Cal and CalWORKs programs flexibilities and waivers, as well as Google Ad samples for EBT Skimming and Scamming reminders. Ms. Elayyat also provided updates on a variety of monthly reports.

ADJOURNMENT/SET NEXT MEETING:

The meeting was adjourned at 11:17 a.m. Next regular meeting will be held on August 14, 2024.

ITEM #4: STATE BUDGETS IMPACT UPDATE

*Jeannie Hufford, Deputy Director, Self-Sufficiency Services
Health and Human Services Agency (HHS)*



FY 24/25 State Budget Impacts Update

Social Services Advisory Board
July 10, 2024



California State Budget FY 24/25

\$297.9B

Solutions to address the budget shortfall include:

- Use of Reserves (Rainy Day Fund)
- Program Reductions
- New Revenues



Medi-Cal Administration

No change from May Revise



Reduction: \$3.5M Estimated Reduction

Mitigation Strategies:

- Salaries & Benefits savings – slow down hiring across the Self-Sufficiency Department

Program Impacts:

- Increase in application processing times
- Increase workload for staff
- Increase in Access Call Center wait times



LIVE WELL
SAN DIEGO

CalFresh Administration

No change from May Revise



Reduction: \$5.1M Estimated Reduction

Mitigation Strategies:

- Salaries & Benefits savings – slow down hiring across the Self-Sufficiency Department
- One-time local funding to bridge gap

Program Impacts:

- Increase in application processing times
- Increase workload for staff
- Increase in Access Call Center wait times



LIVE WELL
SAN DIEGO

CalWORKs Administration & Employment Services

Restored at Reduced Level

Statewide funding reduction \$45M for FY24/25 and ongoing

Reduction: \$2.7M Estimated Reduction (San Diego)



CalWORKs Maximum Aid Payment

FY 24/25 Increase: .3% for October 1, 2024



CalWORKs Housing Support Program

Redistribution of Statewide Unspent Funding

FY 24/25 Funding: \$27.3M



CalWORKs Expanded Subsidized Employment Restored at Reduced Amount

Statewide funding reduction \$37M for FY24/25 and fully restored in FY 25/26

Reduction: \$1.8M Estimated Reduction (San Diego)



CalWORKs Family Stabilization

Restored at FY 23/24 Amount

Estimated Allocation: \$12.7M (San Diego)



CalWORKs Home Visiting Restored at Reduced Amount

Statewide funding reduction \$25M for FY24/25 & FY 25/26

Reduction: \$1.1M Estimated Reduction (San Diego)



CalWORKs Mental Health/Substance Abuse Restored at Reduced Amounts

Statewide funding reduction \$37M for FY24/25 and \$26M for FY 25/26

Reduction: \$3M Estimated Reduction (San Diego)



Thank you!



Jeannie Hufford
Deputy Director, HHSA, Self-Sufficiency Services
Jeannie.Hufford@sdcounty.ca.gov
Office: (619)338-2751



ITEM #5: ACCESS CALL CENTER UPDATE

*Yenissa Salgado, Chief, Self-Sufficiency Services
Health and Human Services Agency (HHS)*





Access Call Center Update

*Yenissa Salgado, Chief, Self-Sufficiency Services
Health and Human Services Agency (HHSA)*

Agenda

Access Call Center Update



- Callback SMS
- BenefitsCal *Live Chat*
- BenefitsCal *Call Me*
- FY Stats

Callback SMS

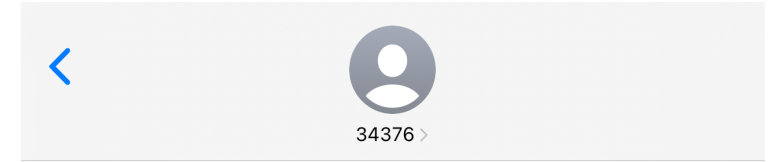


- Feature Highlights

- Callback SMS data

Month	Total Callbacks Requested	Callback Text Sent	Callback Text Cancelled
February	20,484		
March	25,586		
April	14,871	9,464	20
May	8,106	4,776	6
Total		14,240	

- Decrease in callbacks continues
- Percentage of calls handled up to 93.52% in April.
 - Resulting in 10% decrease in abandoned calls



Text Message
Yesterday 2:43 PM

This is the County of San Diego. Your callback is coming up. We will be calling you within 5 to 10 minutes. Please be ready with your case number and questions. If you would like to cancel your callback, please reply 9. Thank you

The sender is not in your contact list.
[Report Junk](#)

BenefitsCal – *Live Chat*



- Feature Highlights
 - Launched May 2024
 - General Inquiries on:
 - How to Apply
 - How to Submit Documents
 - How to Submit SAR7/Redetermination
 - Resources
 - Office Locations
 - EBT Issues

A screenshot of the BenefitsCal Live Chat interface. The header shows the BenefitsCal logo and "Live Chat". The main text reads: "Let us know how we can help you and we'll connect you with a representative." Below this are three input fields: "Name", "Phone Number", and "Please explain". A red "Start Chat" button is positioned below the "Please explain" field. At the bottom, there is a "Cancel" link.

BenefitsCal Live Chat

Let us know how we can help you and we'll connect you with a representative.

Name

Phone Number

Please explain

Start Chat

[Cancel](#)

BenefitsCal – Live Chat Stats



BenefitsCal Live Chat

May 2024	Chats Received	Chats Handled	% of Total Chats Handled	Abandoned Chats	% of Total Abandoned Chats
Total	722	712		10	
Daily Average	144	142	98.61%	2	1.39%
Weekly Average	601	592	98.34%	9	1.50%

June 2024	Chats Received	Chats Handled	% of Total Chats Handled	Abandoned Chats	% of Total Abandoned Chats
Total	3503	3490		13	
Daily Average	184	183	99.46%	1	0.54%
Weekly Average	876	873	99.66%	3	0.34%

Combined Total	Chats Received	Chats Handled	% of Total Chats Handled	Abandoned Chats	% of Total Abandoned Chats
Total	4225	4202		23	
Daily Average	168	167	99.42%	1	0.60%
Weekly Average	821	816	99.46%	5	0.61%

Live Chat Stats
May – June 2024

BenefitsCal – *Call Me*



- Feature Highlights
 - Launched May 2024
 - Outbound Call is made
 - Assistance with:
 - General Inquiries
 - Case Specific Assistance

The screenshot shows a mobile application interface for "BenefitsCal" with a "Call Me" button. The form is titled "Let us know how to contact you and we'll give you a call" and contains three input fields: "First Name", "Last Name", and "Phone Number". A red "Submit" button is located below the fields, and a blue "Cancel" link is at the bottom.

BenefitsCal Call Me

Let us know how to contact you and we'll give you a call

First Name

Last Name

Phone Number

Submit

[Cancel](#)

BenefitsCal – Call Me



BenefitsCal Call Me

May 2024	ACD Calls Received	ACD Calls Handled	% of Total ACD Calls Handled	Abandoned Calls	% of Total Abandoned Calls	Average Speed of Answer (ASA)
Total	165	157		8		
Daily Average	33	31	94.63%	2	5.37%	0:01:55
Weekly Average	112	106	94.64%	6	5.36%	0:02:03

Call Me Stats
May – June 2024

June 2024	ACD Calls Received	ACD Calls Handled	% of Total ACD Calls Handled	Abandoned Calls	% of Total Abandoned Calls	Average Speed of Answer (ASA)
Total	882	855		27		
Daily Average	46	45	97.83%	1	2.17%	0:01:21
Weekly Average	221	214	96.83%	7	3.27%	0:01:18

May - June 2024	ACD Calls Received	ACD Calls Handled	% of Total ACD Calls Handled	Abandoned Calls	% of Total Abandoned Calls	Average Speed of Answer (ASA)
Total	1047	1012		35		
Daily Average	44	43	96.06%	1	2.26%	0:01:26
Weekly Average	199	192	96.68%	7	3.52%	0:01:41

Fiscal Year 2023-2024 Stats




CUSTOMER SERVICE

TOTAL CALLS

- 2,974,300

AVERAGE WAIT TIME

- 00:03:21



COMMUNITY BASED ORGANIZATION

TOTAL CALLS

- 78,296

AVERAGE WAIT TIME

- 00:03:42




CBO Team
Access Customer Service Center

E-MAILS

TOTAL RECEIVED

- 29,117





Thank you

*Yenissa Salgado, Chief, Self-Sufficiency Services
Health and Human Services Agency (HHSA)
P: 619-458-5888 | E: Yenissa.Salgado@sdcounty.ca.gov*

ITEM #6: REVIEW LEGISLATIVE ADVOCACY BILLS THAT SUPPORT SSAB STRATEGIC PRIORITIES

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



County of San Diego

SOCIAL SERVICES ADVISORY BOARD

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

July XX, 2024

Supervisor Nora Vargas, Chairwoman
County Board of Supervisors
1600 Pacific Highway
San Diego, CA 92101

Dear Chairwoman Vargas,

I am writing to you on behalf of the Social Services Advisory Board (SSAB). Over the last year, San Diego County's Health and Human Services Agency, Self-Sufficiency Services, has been committed to identifying and reducing barriers facing applicants and recipients of public safety net programs. Through this process, the Eligibility Task Force was established and worked with several community partners and a County contracted consultant to identify and implement on-going solutions for barriers that applicants and recipients experience.

Part of those recommendations prioritized by the Eligibility Task Force include expanding communication pathways by encouraging both applicants and recipients and the County to communicate via methods that are most preferred by customers. Senate Bill (SB) 2241 proposes codifying the ability for customers and the County to communicate via different methods, including phone, in-person, by mail, or by electronic means including, but not limited to, secured e-mail, thus allowing customers better opportunities to correspond with the County and reduce unnecessary barriers. The bill would further protect customer confidentiality by requiring State or County agencies that receive information through unsecure channels to inform the customer of a privacy concern and provide reasonable alternative methods for resubmitting the information. Historically, communication methods or pathways have been limited under State policy or law, thus the passage of this bill would help greatly reduce communication barriers faced by customers while ensuring adherence to confidentiality guidelines and requirements.

Given the recent budget cuts and anticipated additional cuts in county administrative funding for Social Services programs, the additional flexibilities proposed in this bill with customer correspondence can help mitigate some of the forecasted increase for demand in service over the coming years.

For the reasons indicated above, we request San Diego County actively support SB 2241. As Chair of the SSAB, I am writing to recommend that the San Diego Board of Supervisors actively support this request.

Respectfully,

Vino Pajanor
Chair, Social Services Advisory Board

cc: Supervisor Terra Lawson-Remer, Vice Chairwoman, District 3
Supervisor Joel Anderson, District 2
Supervisor Monica Mongomerey Steppe, District 4
Supervisor Jim Desmond, District 5
SSAB Board Members
Eric McDonald, Interim Director, Health and Human Services Agency
Rick Wanne, Director, Self-Sufficiency Services
Alberto Banuelos, Assistant Director Self-Sufficiency Services

DRAFT

Self-Sufficiency Services Legislative Tracking Log

Revised: 7/1/2024

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
SB 773 - CalWORKS: Homeless Assistance	2/17/2023	This bill would require benefit calculation for the PHA program to include benefits received from other government and nonprofit housing and homeless subsidy programs and any regularly received private support intended or designed to help the family with housing. This would not benefit customers because currently any housing subsidies received are deducted from the customer's housing obligation.	CalWORKS	Support, if amended	1/25/2024: Inactive Bill - Veto sustained.
AB 991 - Public Social Services: Reporting and Verifications	2/15/2023	This bill has no impact on current policy and procedure as it would, to the extent permitted under federal law, require state and county agencies to accept the reporting by an applicant or recipient of public social services of any lawfully required information, changes, and verification required by law that affect eligibility and benefit amounts, by any means available to the applicant or recipient, including, but not limited to, in person, by telephone, through fax, by email, or by any other electronic means.	CalWORKS/CAPI/GR/CalFresh /Medi-Cal	Active Support	02/01/2024: Inactive Bill - Died. Pursuant to Article IV, Section 10 (c) of the Constitution. From Committee: Filed with the Chief Clerk to Joint Rule 56.
SB 262 - California Farmworkers Drought Resilience Pilot Project	1/30/2023	This bill would require the California Drought Resilience Pilot project to provide monthly supplemental cash payments to households (HH's) in which one member of the HH is a farmworker. This payment would be exempt for CalFresh and CalWORKS. The bill would benefit customers, as the provisions would allow for less income to be counted when determining CalWORKS and CalFresh eligibility.	CalWORKS/CalFresh	Support	02/01/2024: Inactive Bill - Died. Returned to Secretary of Senate pursuant to Joint Rule 56.
AB 605 - CalFresh Fruit and Vegetable Supplemental Benefits Expansion Program	2/9/2023	This bill requires to include within the EBT system a supplemental benefits mechanism that allows an authorized retailer to deliver and redeem supplemental benefits, additional funds delivered to a CalFresh recipient's EBT card upon purchase of California-grown fresh fruits and vegetables using CalFresh benefits. This bill would provide a minimum of 3 grants to nonprofit organizations or governmental agencies for pilot projects to implement and test the supplemental benefits mechanism	CalFresh	Support	02/01/2024: Inactive Bill - Died. Pursuant to Article IV, Section 10 (c) of the Constitution. From Committee: Filed with the Chief Clerk to Joint Rule 56.
AB 870 - Public Social Services: Benefits for Students	2/14/2023	This bill will have the California Department of Social Services (CDSS) create a workgroup comprised of CDSS staff and relevant stakeholders that meets quarterly to share best practices, updates, challenges, or other topics related to programs and services offered to students. The workgroup must submit a report to the legislature with findings and recommendations relating to increasing enrollment in programs and services offered by the department that may be available to students, as specified, on or before June 30, 2024, and every 3 years thereafter.	CalWORKS/CalFresh	Support	02/01/2024: Inactive Bill - Died. Pursuant to Article IV, Section 10 (c) of the Constitution. From Committee: Filed with the Chief Clerk to Joint Rule 56
AB 1644 - Medi-Cal: medically supportive food and nutrition services.	2/17/2023	This bill does not impact county operations. This bill is regarding establishing a medically supportive food benefit for Medi-Cal customers.	Medi-Cal	Support	02/01/2024: Inactive Bill - Died. Pursuant to Article IV, Section 10 (c) of the Constitution. From Committee: Filed with the Chief Clerk to Joint Rule 56
SB 870 - Medi-Cal: Managed Care Organization Provider Tax	2/17/2023	This bill does not impact county operations. This bill extends the tax on managed care organizations which is used to fund the non-federal share of provider reimbursement.	Medi-Cal	Support	02/01/2024: Inactive Bill - Died. Returned to Secretary of Senate pursuant to Joint Rule 56.
AB 1514: Public Social Services: Student Eligibility	2/17/2023	This bill would require that a workgroup is created to provide recommendations for data usage from Free Application for Federal Student Aid (FAFSA) by county welfare departments. The data will then be used to prepopulate applications for students to receive public social services. The workgroup would be comprised of members of County Welfare Directors Association of California. The bill would require those recommendations to be submitted to the Legislature by December 31, 2024.	CalWORKS/CAPI/GR/CalFresh /Medi-Cal	Support	02/01/2024: Inactive Bill - Died. Pursuant to Article IV, Section 10 (c) of the Constitution. From Committee: Filed with the Chief Clerk to Joint Rule 56
AB 94 - Administration of Public Social Services-Blocked Telephone Calls	1/9/2023	This bill would prohibit outgoing calls from displaying a blocked phone number. The bill would impose a state mandated local program.	CalFresh	Watch	02/01/2024: Inactive Bill - Died. Pursuant to Article IV, Section 10 (c) of the Constitution. From Committee: Filed with the Chief Clerk to Joint Rule 56
AB 435 - Public Social Services: Automated Application Process	2/6/2023	This bill would require CalSAWS to accept and process electronic applications for additional cash assistance programs including the Cash Assistance Program for Immigrants (CAPI), the Trafficking and Crime Victims Assistance Program (TCVAP) and Refugee Cash Assistance (RCA). This bill would require that customers have access to apply for these cash assistance programs online by December 1, 2024. This bill would require that automation activities to be prioritized over county initiatives.	CalWORKS/CAPI	Support, if amended	02/01/2024: Inactive Bill - Died. Pursuant to Article IV, Section 10 (c) of the Constitution. From Committee: Filed with the Chief Clerk to Joint Rule 56

AB 274 - CalWORKs: CalFresh: eligibility: income exclusions	1/23/2023	This bill would exempt as income any grant, award, scholarship, loan, or fellowship benefit provided to any CalWORKs assistance unit member and/or CalFresh household for educational purposes. The bill will eliminate the verification requirement of financial aid, expediting the availability of benefits, and may increase student eligibility for CalFresh.	CalFresh	Support	9/12/2023: Active Bill - In floor process. Ordered to inactive file at the request of Senator Ashby.
SB 600 - California CalFresh Minimum Benefit Adequacy Act of 2023	2/15/2023	This bill would, by January 1, 2025, require the department to establish the CalFresh Minimum Nutrition Benefit (MNB) Program to provide a household with a monthly CalFresh allotment of less than a minimum monthly benefit, established by the bill to be \$50, with an additional state-funded monthly MNB that is equal to the difference between their monthly CalFresh allotment and \$50. The bill would require the department to annually adjust the minimum monthly benefit amount, as prescribed, and would require these benefits to be delivered through the EBT system. By imposing additional duties on counties administering the program, the bill would impose a state-mandated local program	CalFresh	Support	7/11/2023: Active Bill -In Committee Process. July 11 set for first hearing canceled at the request of author.
AB 2141 - Cash Assistance Programs: Direct Deposit	2/6/2024	This bill would include general assistance benefits amount the cash assistance benefits that may be delivered by direct deposit. It would require for programs providing cash assistance benefits to include information on application regarding the applicant's right to have their funds directly deposited. It would require each county to inform the recipient of that right during their redetermination for eligibility.	CalWORKs, General Relief, and CAPI	Active Support	05/16/2024: Active Bill- In committee: Held under submission
AB 2241 - Public Social Services Reporting and Verification	2/8/2024	This bill would, to the extent permitted under federal law, require state and county agencies to accept the reporting by an applicant or recipient of public social services of any lawfully required information, changes, and verification required by law that affect eligibility and benefit amounts, by any means available to the applicant or recipient, including, but not limited to, in person, by telephone, through fax, by email, or by any other electronic means. This bill would require county agencies to meet the specified software security requirements on or before January 1, 2026. This bill would require county agencies to accept reporting by any means available to an applicant or recipient prior to January 1, 2026, if the county agency uses software that meets those requirements.	CalWORKs, CalFresh, Medi-Cal, County Medical Services (CMS), Cash Assistance Program for Immigrants (CAPI), and General Relief (GR)	Active Support	05/16/2024: Active Bill- In committee: Held under submission.
AB 46 - Personal Income Taxes: Exclusion: Military Services Retirement and Surviving Spouse Benefit Payment Act.	12/5/2022	This bill excludes from gross income, under the Personal Income Tax (PIT) Law, uniformed services retirement pay and annuity payments from a United States Department of Defense Survivor Benefit Plan received by qualified taxpayers, as specified. California compared to other states: A significant number of states exclude military retirement pay from being taxed in the state, and California appears to be an outlier. Twenty-seven states do not tax military retirement pay and fourteen states tax military retirement income partially through income exemptions and exclusions.	OMVA	Support	9/1/2023: Active Bill - In committee: Held under submission.
AB 311 - An act to amend Section 18930 of the Welfare and Institutions Code, relating to public social services.	1/26/2023	This bill would remove the age limitation of 55 years of age or older for the program if the individual's immigration status is the sole basis for their ineligibility for CalFresh benefits and make any individual eligible for the program if the individual's immigration status is the sole basis for their ineligibility for CalFresh benefits. By extending eligibility for CFAP, which is administered by the counties, this bill would impose a state-mandated local program.	CalFresh	Support	7/01/202: Active Bill - In committee: Referred to suspense file.
SB 245 - California Food Assistance Program: Eligibility and Benefits	1/26/2023	This bill would remove the age limitation of 55 years of age or older and make any individual eligible for the program if the individual's immigration status is the sole basis for their ineligibility for CalFresh benefits. By extending eligibility for CFAP, which is administered by the counties, this bill would impose a state-mandated local program.	CalFresh	Support	07/02/2024: Active Bill - July 2 set for first hearing. Placed on suspense file.
SB 260 - CalWORKs: Supportive Services	1/30/2023	This bill would include menstrual product costs as a necessary supportive service, and, on and after April 1, 2025, would make a member of an authorized assistance unit who is between 10 and 55 years of age, inclusive, eligible for an unspecified allocation per month to assist with menstrual product costs if they are documented in the case file as female or the county has received verification that a nonfemale member of the household is menstruating.	CalWORKs	Active Support	9/1/2023: Active Bill - September 1 hearing: Held in committee and under submission.
AB 325 - Human Services: Noncitizen Victims	1/30/2023	This bill would prohibit the discontinuance of benefits due to a denial of a T or U Visa if the customer is eligible for these benefits on another basis. This bill expands services to noncitizen victims of parental maltreatment, noncitizen children who have been abused, neglected, or abandoned and noncitizens who fear persecution. The bill would add to the categories of eligible customers for the benefits to include individuals who have filed a formal application or petition with the appropriate federal agency for status or relief under the federal Violence Against Women Act. This bill will increase participation for CalFresh and remove barriers to eligibility for noncitizen population.	CalWORKs/CAPI/CalFresh/Medi-Cal	Support	9/1/2023: Active Bill - In committee: Held under submission.

AB 866 - Food Assistance for Nonminor Dependents	2/14/2023	The bill would establish a state-funded program to provide food assistance to nonminor dependents who receive Aid to Families with Dependent Children-Foster Care (AFDC-FC) and reside in a supervised independent living placement or a transitional living setting.	CalFresh	Support	06/20/2024: Active Bill - In Floor process: Read second time. Ordered to third reading.
AB 1239 - Incarcerated persons: Family Planning, Access, Care, and Treatment Program.	2/16/2023	The name of this bill has changed to Worker's Compensation: Disability payments. This bill would extend the authorization to deposit indemnity payments (Worker's compensation/disability payments) in a prepaid card account until January 1, 2027. This bill does not seem to affect any Social Services.		Support	06/24/2023: Active Bill - From committee: Do pass and re-refer to Com. on APPR with recommendation: To Consent Calendar. (Ayes 5. Noes 0). (June 26). Re-referred to Com. On APPR.
AB 1393 - Student Aid Commission: California Dream Act applicants: Food Support Pilot Program	2/17/2023	The Student Aid Commission establishing the Food Support Program to issue grants to students who meet the eligibility criteria for the California Dream Act. These are students who are non-immigrants, such as DACA, TPS, or U Visa holders who normally would not be eligible to CF to receive a quarterly grant for food, while attending school.	CalFresh	Support	9/1/2023: Active Bill - In committee: Held under submission.
AB 1470 - Medi-Cal: Behavioral Health Services: Documentation Standards	2/17/2023	This bill does not impact county operations. This bill requires DHCS to standardize forms including intake and assessment forms, relating to medical necessity criteria, mandatory screening and transition of care tools, and documentation requirements pursuant to CalAIM Terms and Conditions. The bill would require the department to consult with representatives of specified associations and programs for purposes of implementing these provisions. The bill would authorize the department to develop and maintain a list of department-approved nonstandard forms.	Medi-Cal	Support	9/13/2023: Active Bill - In Senate. Held at Desk.
SB 819 - Medi-Cal: Certification	2/17/2023	This bill does not impact county operations. This bill would additionally exempt from the Medi-Cal enrollment procedures an intermittent site or mobile health care unit that is operated by the above-described government-run license-exempt clinic if that clinic has notified the department of its separate locations, premises, sites, or units.	Medi-Cal	Support	8/28/2023: Active Bill - Ordered to inactive file on request of Assembly Member Bryan.
H.R. 3520: The Veteran Care Improvement Act	5/18/2023	This bill will improve the provision of care and services under the Veterans Community Care Program of the Department of Veterans Affairs, and for other purposes.	OMVA	Support	07/18/2023: Active Bill - Forwarded by Subcommittee to Full Committee (Amended) by Voice Vote.
AB 2452 - CalWORKs-Supportive Services	2/13/2024	This bill will remove the regional market rate and set a standard allotment of \$100 to be issued in advanced for the current month and months thereafter if they are participating in an assigned WTW activity. If the actual cost of transportation for a month exceeds \$100, the customer shall be issued a supplemental payment for the amount over \$100 within 10 days. In addition, transportation cost, include cost for transportation of children if needed for the participant to participate in work activities.	CalWORKs	Active Support	07/02/2024: Active Bill - From committee: Do pass and re-referred to Com. On APPR. (Ayes 5. Noes 0.) (July 1). Re-referred to Com. On APPR.
SB 1396 - CalWORKs Home Visiting Program	2/16/2024	This amendment would: Extend high-quality, evidenced-based, culturally competent home visiting services to pregnant people, parents or caretaker relatives, tribal families, and children, for at least 24 months, and not to exceed the duration of the applicable home visiting program model. Change previous language to "extend those provisions to apply to children for at least 24 months and not to exceed the duration of the applicable home visiting program". The previous language regarding "apply to children from 24 months and not to exceed the child's 5th birthday" has been removed. Authorize a voluntary participant whose participation would otherwise be terminated because the participant no longer meets CalWORKs income, eligibility, or need criteria to continue through the duration of the home visiting program or for up to an additional 12 months, whichever is longer.	CalWORKs	Active Support	07/02/2024: Active Bill - In Committee Process. July 2 set for first hearing. Placed on suspense file.
SB 1016 - Latino and Indigenous Disparities Reduction Act	3/18/2023	This bill will no longer be an impact to the CalFresh program. This amendment removes responsibility from CalFresh in capturing data on Latino and Indigenous people.	CalFresh	Active Support	06/12/2024: Active Bill - In Committee Process. From committee: Do pass and re-refer to Com. Om APPR. (Ayes 16. Noes 0) (June 11). Re-referred to Com. On APPR.
AB 2033 - Public, Postsecondary Education, EBT Cards, Basic Needs Services and Resources	3/19/2024	This bill would require, on or before September 1, 2025, each campus of the California Community Colleges and each campus of the California State University, and request each University of California campus, to identify and apply for at least one general store or a store that sells food on campus to become an authorized retail food store under SNAP and, if approved, ensure the store or stores accept the use of EBT cards, as specified. To the extent that the bill would impose new duties on community college districts, it would impose a state-mandated local program. This bill contains other related provisions and other existing laws.	CalFresh and CalWORKs	Active Support	07/03/2024: Active Bill - In Committee Process. From committee chair, with author's amendments: Amend, and re-referred to committee. Read second time, amended, and re-referred to Com. On APPR.

SB 1355 - Medi-Cal: In-Home Supportive Services: Redetermination	2/16/2024	This bill would change the Medi-Cal redetermination period for In-Home Supportive Services recipients from one year to three. IHSS recipients would be continually eligible for Medi-Cal for three years unless deceased, out of state, or the original eligibility was in error or based on fraud. The implementation would be dependent on federal approval and financial participation, appropriation of funding by the legislature, and system programming.	Medi-Cal	Active Support	05/16/2024: Active Bill - In Committee Process. May 16 hearing: Held in committee and under submission
AB 3156 Medi-Cal: Managed Care Plans	2/16/2024	This bill would express the intent of the legislature to exempt Medi-Cal eligible or dual Medicare and Medi-Cal eligible customers who use Medi-Cal as a secondary form of health coverage from mandatory enrollment in a managed care plan if they receive services from regional center	Medi-Cal	Active Support	07/03/2024: Active Bill - Read second time and amended. Re-referred to Com. On APPR.
SB 333 - Homeless Pupils: California Success, Opportunity, and Academic Resilience (SOAR) Guaranteed Income Program	2/7/2023 (Amended 04/01/2024)	<p>This bill would require the State (California) Department of Social Services (CDS) to establish the SOAR GIP. SOAR would provide homeless youth enrolled in public schools that are in grade 12 to receive \$1,000 per month for 5 months from April 1, 2025, to August 1, 2025, if they choose to enroll in SOAR. SOAR GIP income would be exempt as income and resources for determining eligibility to CalWORKs, Cash Assistance Program for Immigrants (CAPI), General Relief, and CalFresh.</p> <p>The bill would require the state department or agency that administers the programs to approve an exemption or waiver or to seek one from the federal government. If the state fails to receive the necessary federal exemption or waiver, the bill will authorize the State Department to consider alternatives to prevent adverse consequences for California SOAR GIP participants.</p>	CalWORKs/CAPI/GR/CalFresh /Medi-Cal	Active Support	07/02/2024: Active Bill - July 2 set for first hearing. Placed on suspense file.
SB 1415 - CalWORKs	5/16/2024	<p>This bill would as of 1/1/26 or when automation is in place:</p> <ul style="list-style-type: none"> For the purposes of determining the family's total monthly household income for permanent housing assistance, require the county human services agency to include any amount that is or will be regularly received from other government and nonprofit housing and homeless subsidy programs and any regularly received private support intended or designed to help the family with housing. Require the county to refer the assistance unit to any other homeless assistance services provided under the CalWORKs program and would authorize the county to give priority to the assistance unit for those services. Clarify that the standard payment of \$175 to \$500 per semester or quarter to a CalWORKs eligible individual who is participating full time or part time in an educational activity at a publicly funded or nonprofit postsecondary educational institution, as specified, for the purpose of paying costs associated with attending that institution is considered a standard payment for books, computers, and other college supplies. 	CalWORKs	Active Support	07/02/2024: Active Bill - July 2 set for first hearing. Placed on suspense file.
AB 2224 - Human Services: Special Immigrant Juvenile Status	2/7/2024	The bill has been amended to strike out the provision pertaining to human services and eligibility to public social and health care services for individuals who have filed a petition with USCIS for Special Immigrant Juvenile Status (SIJS) or have received a judicial determination enabling them to file the petition for SIJS. The amendment inserts provisions pertaining to court orders and guardianship for individuals with SIJS. The bill no longer has any impact on CalFresh, CalWORKs, or Medi-Cal.	CalFresh/CalWORKs/Medi-Cal	Support	07/02/2024: Active Bill: In Floor Process: Read second time. Ordered to third reading.
SB 9 - Raising the Age for Extended Foster Care Pilot Program Act of 2023	12/5/2022	This bill would expand the dependency and jurisdiction of the juvenile court to the age of 22 years if the court finds that the NMD is experiencing homelessness or is at risk of homelessness (if not under the jurisdiction of the juvenile court). This bill would also expand the age limit for NMDs to be eligible for cash aid to the age of 22. The provisions of this bill would increase the number of customers who qualify for NMD CalWORKs aid.	CalWORKs	Support, if amended	6/27/2023: Active Bill - From committee: Do pass and re-refer to Com. on APPR. with recommendation: To consent calendar. (Ayes 11. Noes 0.) (June 27). Re-referred to Com. on appropriations.
SB 85 - Immigration – Case Management and Social Services	1/13/2023	This bill would reallocate state funds in order to expand the Reception and Placement Program (commonly known as R&P in California) for refugees and asylees. The reallocated funding would allow recipients of the funding to provide an additional 90 days of state funded R&P case management services to refugees and asylees. Because San Diego is a refugee impacted county, San Diego RAs are likely to be eligible for the reallocation of funds from nonimpacted counties. There will be no additional funding allocated for this program extension and the funding will only be available subject to appropriation. As such, this bill would not impact Self-Sufficiency Services staffing or workload.	Self-Sufficiency Services HHS	Watch	07/02/2024: Active Bill - July 2 set for first hearing. Placed on suspense file.
SB 242 - California HOPE for Children Trust Account Program	1/25/2023	The bill would require eligibility workers to not consider California Hope, Opportunity, Perseverance, and Empowerment (HOPE) Trust accounts as property for the purposes of determining eligibility for means tested social services programs such as Medi-Cal, CalWORKs, CalFresh, General Assistance, Medi-Cal, Kinship Guardianship Assistance Payment, Adoption Assistance Program (AAP), and Cash Assistance Program for Immigrants (CAPI).	CalWORKs/CAPI/GR/CalFresh /Medi-Cal	Support, if amended	07/02/2024: Active Bill - July 2 set for first hearing. Placed on suspense file.
AB 310 - State Department of State Hospitals Civil Services Psychiatrists. (Formerly CalWORKs)	1/26/2023	This bill does not relate to CalWORKs anymore. Bill related not toe the State Department of State Hospitals.	CalWORKs	Support, if amended	7/03/2023: Active Bill - In committee: From Committee: Do pass and re-refer to Com. On APPR (Ayes 5. Noes 0). Re-referred to Com. on APPR.34

AB 564 - Medi-Cal Enrollment	2/8/2023	The bill requires the Department of Health Care Services to allow applicants and providers to submit to submit electronic signatures for all enrollment forms, including, but not limited to, claims and remit forms, in the Medi-Cal program.	Medi-Cal	Watch	6/14/2023: Active Bill - Referred to Com. on Health.
AB 596 - Early Learning and Care: Rate Reform	2/9/2023	The bill would require the Department of Social Services, in collaboration with the California Department of Education, to develop alternative methodology to calculate subsidy payment rates for child care and development programs and services.	CalWORKs	No Analysis Attached	9/1/2023: Active Bill - In committee: Held under submission.
SB 491 - Public Social Services: County Departments	2/14/2023	This bill would require counties to develop and implement a program to ensure residents without a permanent mailing address have a place to receive and pick-up all government related (includes city, county, state, federal, and contracted agencies) mail. The bill does not provide detail on how it should be implemented.	CalWORKs/CAP/GR/CalFresh /Medi-Cal	Watch	9/1/2023: Active Bill - September 1 hearing: Held in committee and under submission.
AB 2150 - Public Social Services: Higher Education	2/6/2024	This bill would require for the county Human Services agency to receive input from the basic needs director and coordinators from public institutions of higher education, and stakeholders to develop protocols for engagement between the county and the institutions of higher education. The California Department of Social Services (CDSS) is to consult, develop and facilitate a training to be available to basic needs directors, basic needs staff on campus as well as eligibility workers on topics related to student eligibility determination for public social services. CDSS would convene a quarterly workgroup with all 58 county higher education staff liaisons and basic needs director and coordinator and other professional staff from institutions of public higher education. CDSS would collaborate with the workgroup to discuss enrollment trends and identify barriers to enrollment but not limited to CalFresh, CalWORKs, Medi-Cal and State Disability Insurance (SDI). CDSS would provide technical assistance in response to any requests submitted by the county public higher education staff liaison.	CalFresh/CalWORKs/Medi-Cal/CAP/General Relief	Support, if amended	05/16/2024: Active Bill - In committee Process. In Committee: Held under submission.
AB 2263 - The California Guaranteed Income Study and Funding Act	2/8/2024	This bill will establish the Guaranteed Income Study and Funding Act Coordinating Council that will consist of 6 appointees from specific departments. The bill will require the council to attain the following objectives: 1. Determine what administrative capacity, infrastructure and data sharing across state and local agencies are necessary to implement a long term, permanent statewide guaranteed income program. 2. Examine the feasibility and challenges of scaling up permanent guaranteed income programs to reach socially and economically vulnerable populations, focusing on regions with a high cost of living. 3. Explore funding mechanisms and revenue sources that can support the expansion of permanent guaranteed income programs and ultimately redistribute wealth. 4. Establish data driven approach to identify priority populations, taking into consideration social, gender, economic and racial disparities in California to ensure the guaranteed income program targets those most in need and most affected by these disparities. The bill would also require on or before July 1, 2026, the Legislature and the Governor to appoint 11 members to a steering committee to provide technical assistance to and approve recommendations by the Guaranteed Income Study and Funding Act Coordinating Council. The bill would require on or before July 1, 2027, the council to seek to obtain specified goals, including local, state and federal resources, benefits and services that seek to prevent and end poverty in California and create a data	CalWORKs, CalFresh, Medi-Cal, CAPI, GR	Watch	07/02/2024: Active Bill - From committee: Do pass and re-refer to Com. On APPR. (Ayes 4 Noes 0) (July 1). Re-referred to Com. On APPR.
SB 1107 - Public Social Services: County Departments: Mail Programs	2/13/2024	This bill would require county human services agencies that administer public benefits to develop and implement a program that allows residents experiencing homelessness, if they opt in, to receive and pick-up all government related (city, county, state, federal, tribal government, and contracted agencies) mail at a place designated by the county. The county would be required to provide program participants with information regarding the pick-up location including the hours of operation. Counties would be encouraged to expand upon these standards by holding all types of mail for customers experiencing homelessness, providing various mail pick-up points, and informing them when they have mail.	CalWORKs, CalFresh, CAPI, GR, CMS, and Med-Cal	Support, if amended	05/16/2024: Active Bill - In Committee Process. May 16 hearing: Held in committee and under submission
AB 1968 - CalFresh: enrollment for senior citizens	1/30/2024	This bill would require the California Department of Social Services (CDSS) to create a system to automatically enroll qualifying individuals who meet the eligibility requirements to Supplemental Security Income/State Supplementary Payment (SSI/SSP) or Cash Assistance Program for Immigrants (CAPI), in CalFresh or California Food Assistance Program (CFAP). Eligibility workers would be required to contact qualifying individuals and notify them of their estimated potential CalFresh/CFAP benefit amount and assist them in applying for the benefits to establish eligibility. CDSS would be required to seek a waiver from the United States Department of Agriculture in order to implement the requirements of the bill. The bill would take effect January 1, 2026, or after the automatic enrollment process takes effect, whichever is sooner.	CalFresh	Support, if amended	05/16/2024: Active Bill - In Committee: Held under submission

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

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)*



CalFresh Overview

Program Flexibilities & Waivers

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



CalFresh Overview

Additional Updates

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



EBT Skimming and Scamming

Awareness Efforts

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



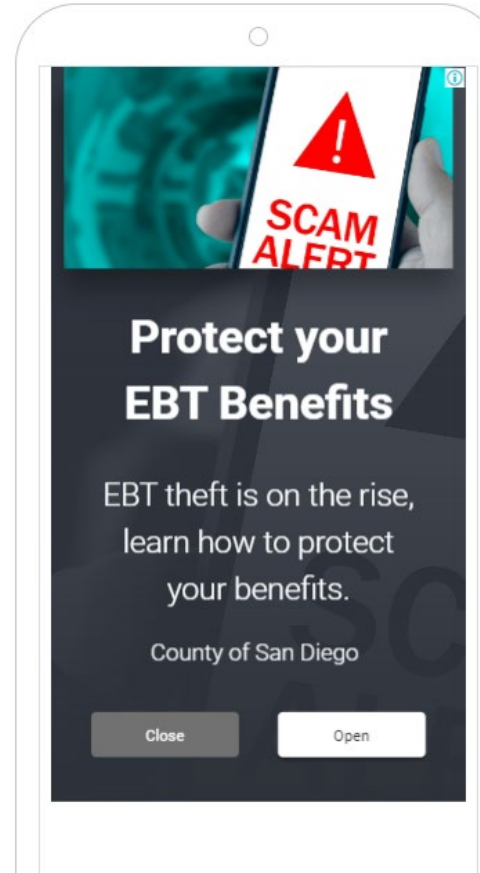
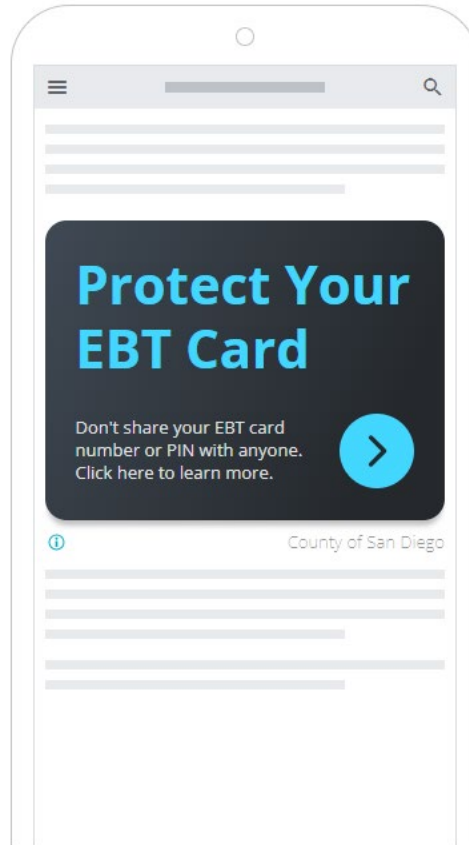
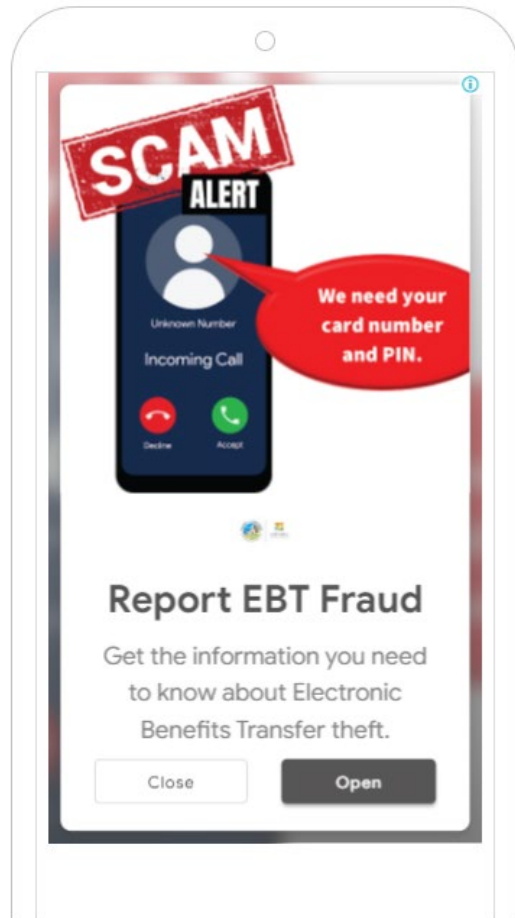
EBT Skimming and Scamming

Google Ad Descriptions

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



Sample Ads



Medi-Cal Overview

PHE Unwinding Waivers

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



BenefitsCal

County Opt-in Features Update

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



MONTHLY UPDATES





ELIGIBILITY SERVICES BY THE NUMBERS...

July 2024 (Data Month: June 2024)

PARTICIPANTS

- **CalFresh:** 399,777 recipients, up 5.77% from last year.
 - 130,850 child recipients (0-18), up 2.99% from last year.
 - 96,818 senior recipients (60+), up 10.24% from last year.
- **CalWORKs:** 51,543 recipients, up 9.96% from last year.
 - 37,347 child recipients (0-18), up 10.66% from last year.
 - Welfare-to-Work: 13,883 participants, up 10.10% from last year.
- **CMS:** 9 CMS recipients, up 28.57% from last year.
- **General Relief:** 5,437 recipients, up 24.25% from last year.
- **Medi-Cal:** 959,626 recipients, down 8.97% from last year.
 - 320,290 child recipients (0-18), down 5.32% from last year.
 - 18,631 Medi-Cal Expansion Over 50 Years.

Program	Cases	Recipients	% Change in Recipients		Unduplicated Number of Recipients (June 2023–June 2024)
			Previous Month	Previous Year	
CalFresh	237,204	399,777	0.36%	5.77%	540,426
CalWORKs	17,965	51,543	0.38%	9.96%	70,504
CMS	9	9	0.00%	28.57%	43
General Relief	5,418	5,437	-0.04%	24.25%	14,603
Medi-Cal	547,171	959,626	-1.23%	-8.97%	1,144,805
Total	807,767	1,416,392	-0.72%	-4.51%	1,253,270**

*Recipients include 369,342 under ACA Medicaid Coverage Expansion.

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

PROCESSING

Applications Registered		
Program	June 2024	FYTD
CalFresh	17,789	246,633
CalWORKs	2,418	31,351
CMS	36	419
General Relief	3,362	43,080
Medi-Cal	13,141	160,755
Total	36,746	482,238

Renewals Generated		
Program	June 2024	FYTD
CalFresh	10,924	126,319
CalWORKs	1,455	16,312
CMS	3	29
General Relief	116	1,322
Medi-Cal	38,857	597,359
Total	51,355	741,341

Periodic Reports Generated		
Program	June 2024	FYTD
CalFresh	16,155	177,041
CalWORKs	1,535	17,661
General Relief	0	5
Medi-Cal	38	319
Total	17,728	195,026

Documents Imaged	
June 2024	FYTD
299,036	4,147,706

Tasks Created	
June 2024	FYTD
510,763	6,702,704

ACCESS CUSTOMER SERVICE CENTER

Customer Service				
Month	June 2023	June 2024	Change	FYTD
Total Calls	174,882	171,877	-3,005	2,974,300
Abandoned	3,946	2,714	-1,232	192,578
Average Wait Time	2:17	0:46	-1:31	3:21

Community Based Organization (CBO)				
Month	June 2023	June 2024	Change	FYTD
Total Calls	5,728	6,051	323	78,296
Abandoned	203	82	-121	2,434
Average Wait Time	3:59	1:42	-2:17	3:42

Emails Received	
June 2024	FYTD
2,201	29,117

FAMILY RESOURCE CENTER VISITS

Month	June 2023	June 2024	Change	FYTD
Total Tickets Issued	36,955	44,566	17%	580,505
Average Wait Time (min.)	(* -)	(* -)	N/A	

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

Processing Timeliness Applications, Periodic Reports, and Renewals

CalFresh

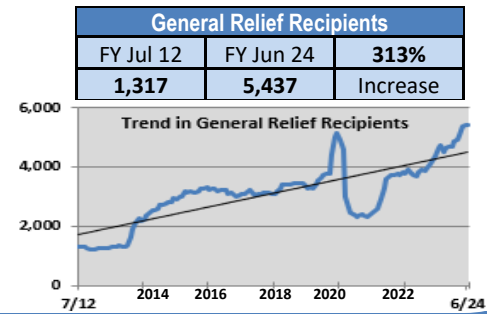
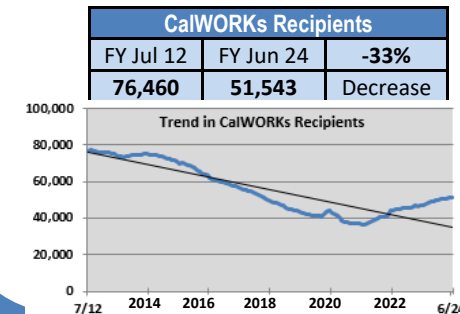
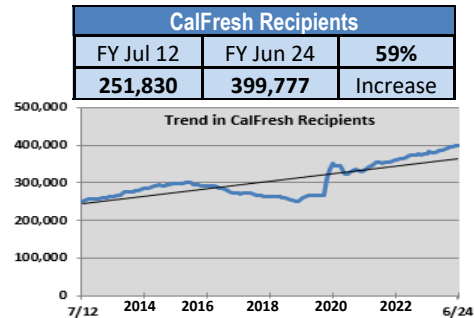
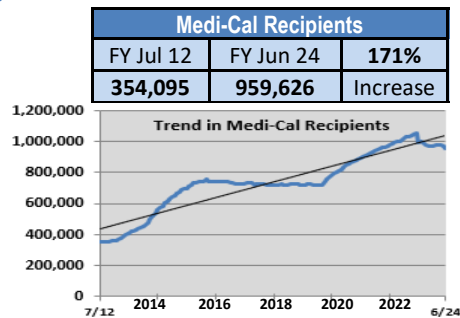
- Regular Applications: State required days to disposition = 30 Days
 - San Diego = 19 Days
- Expedited Applications: State required days to disposition = 3 Days
 - San Diego = 2 Days
- Semi-Annual Reporting Timeliness = 94%
- Annual Renewal Timeliness = 91%

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 Days
- Semi-Annual Reporting Timeliness = 97%
- Annual Renewal Timeliness = 89%

Medi-Cal

- Regular Applications: State required days to disposition = 45 Days
 - San Diego = 22 Days
- Annual Renewal Timeliness = 91%



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

OMVA Service Delivery	June 2024	FYTD
Calls Received	4,320	34,893
Calls Received- Average Wait Times	2:09	1:41
In-Person Customer Visits	2,637	19,773
Driver's License Applications	6	1,108
License Plate Applications	354	5,785
College Fee Waiver Applications	743	3,628
VA Claim Appointments Made	567	2,274
VA Claim Appointments Wait Time (Days)	20	12
Community Events	1	111
Contacts Made at Community Events	3	4,759

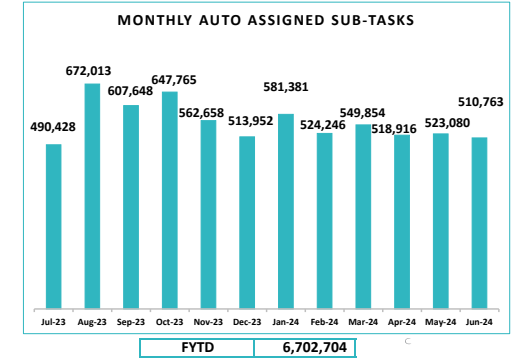
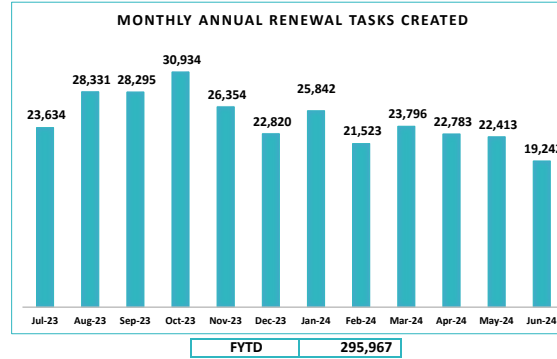
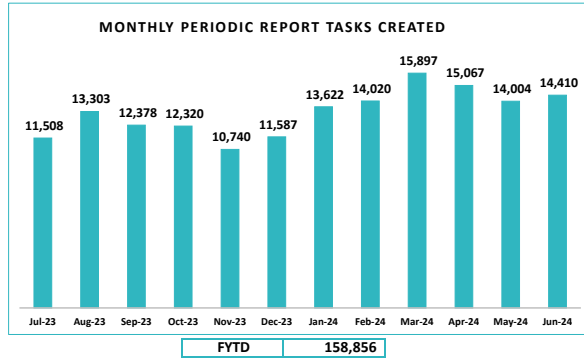
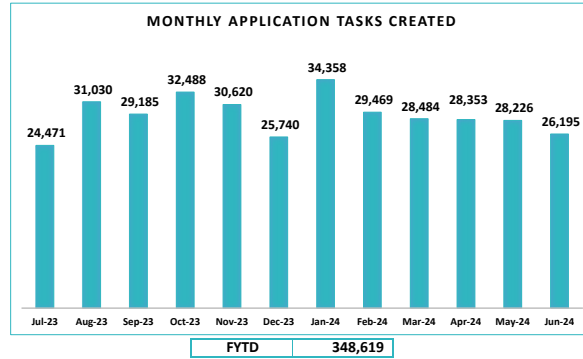
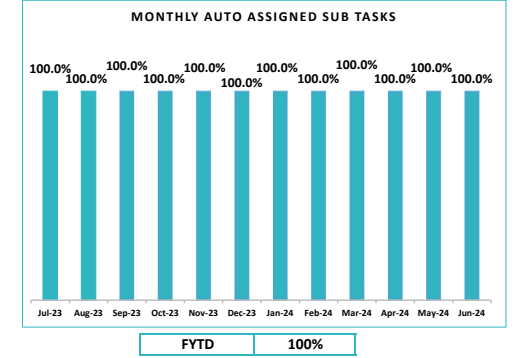
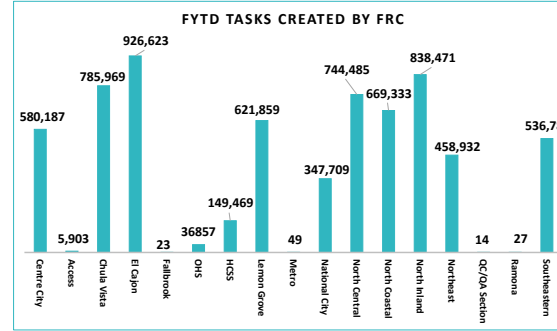
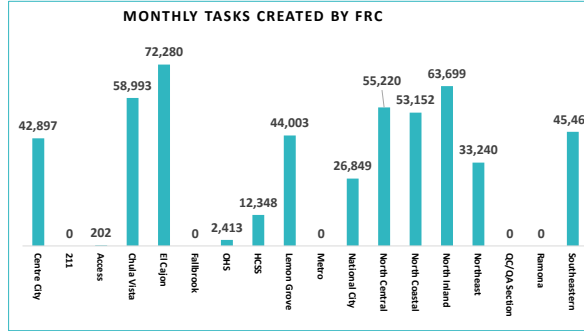
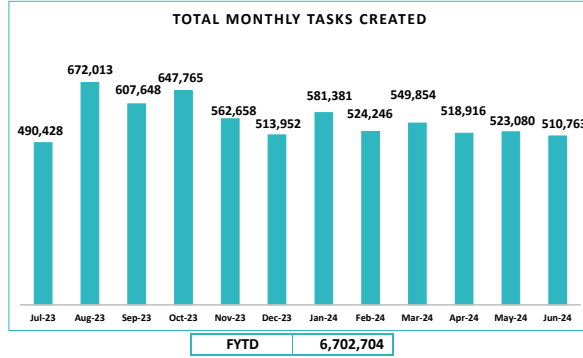
* New data metrics as of 10/2023

Monthly Self-Sufficiency Services Performance Dashboard (FY 23/24)

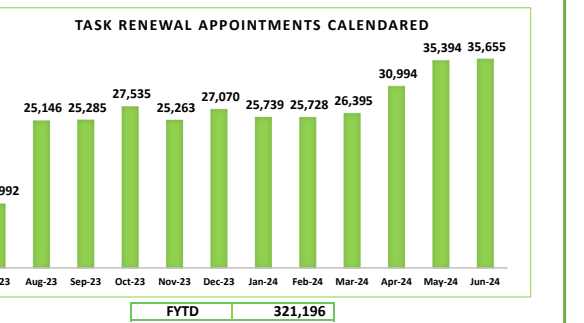
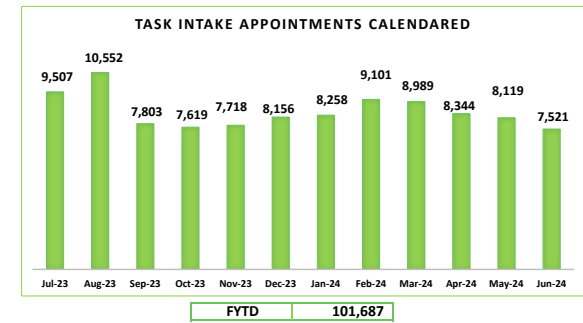
San Diego County

Data Month : June 2024

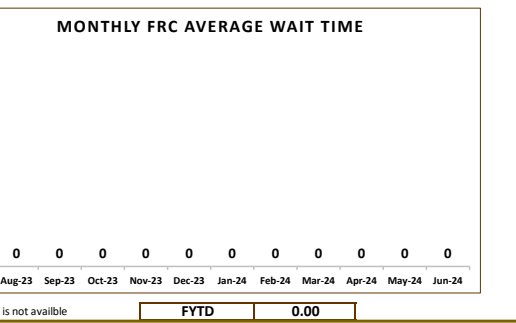
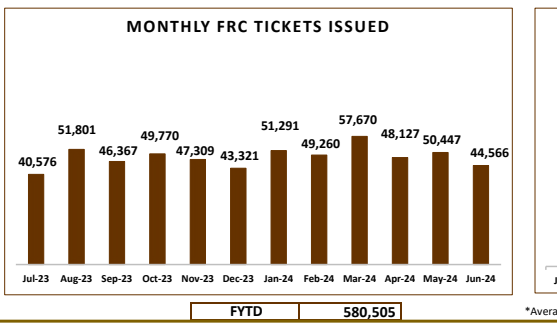
CalSAWS Tasks Created



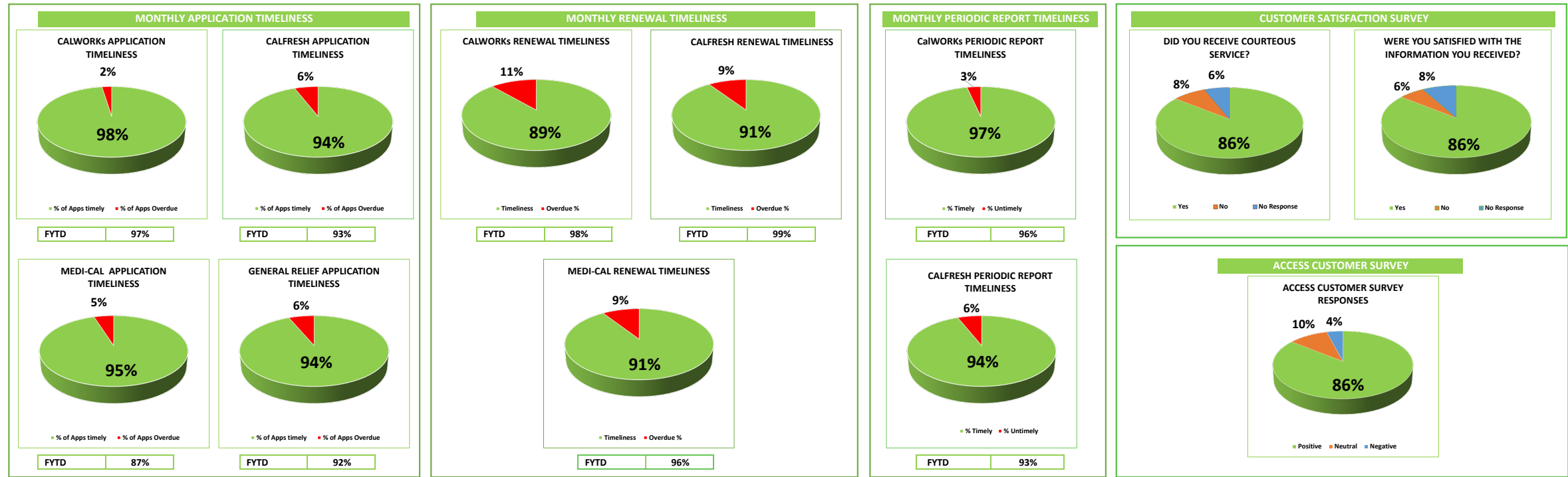
MONTHLY CALSAWS CALENDARED APPOINTMENTS



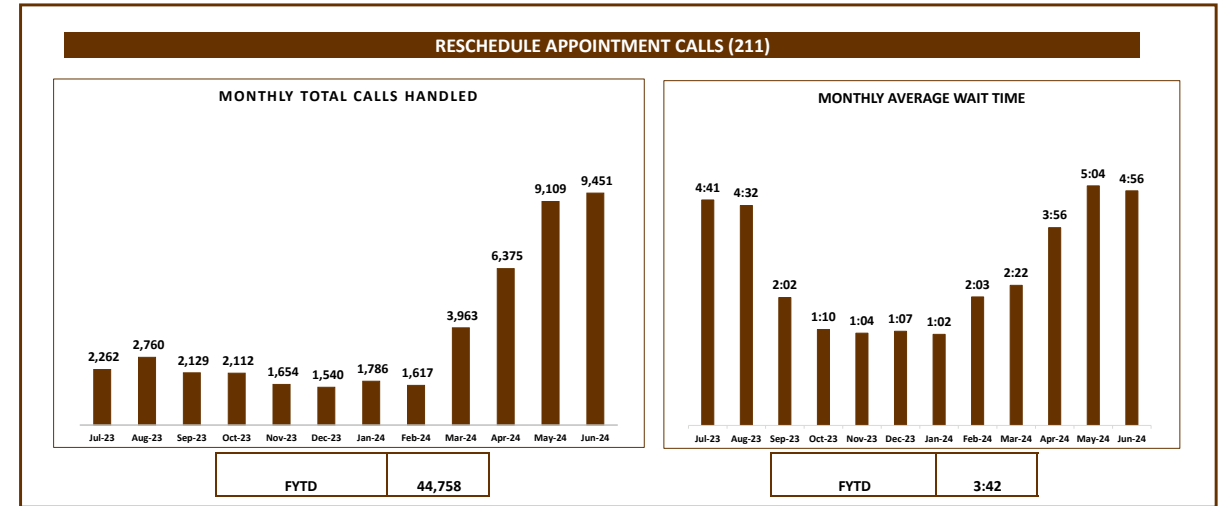
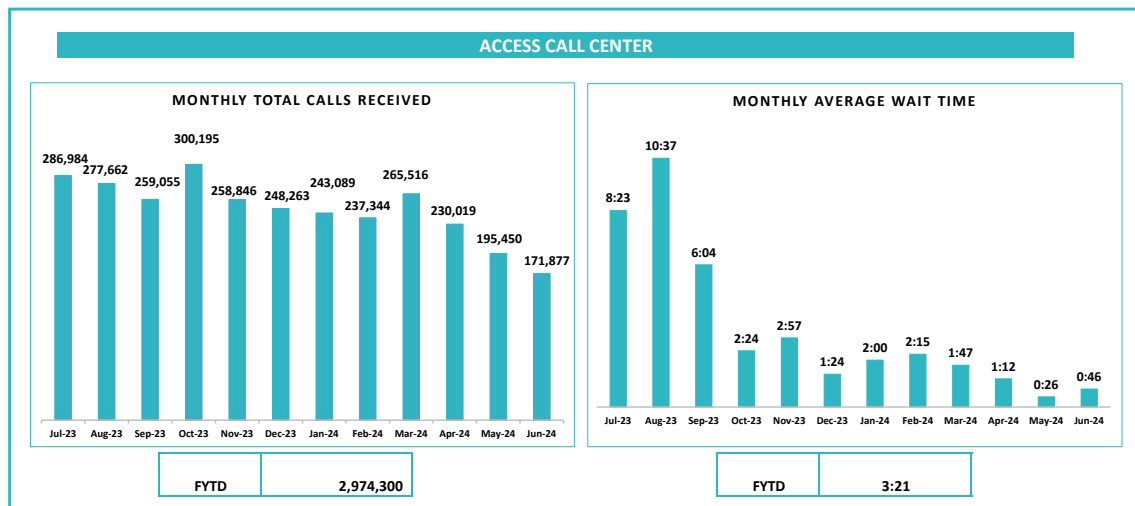
LOBBY MANAGEMENT



CASE PROCESSING PERFORMANCE (CALSAWS)

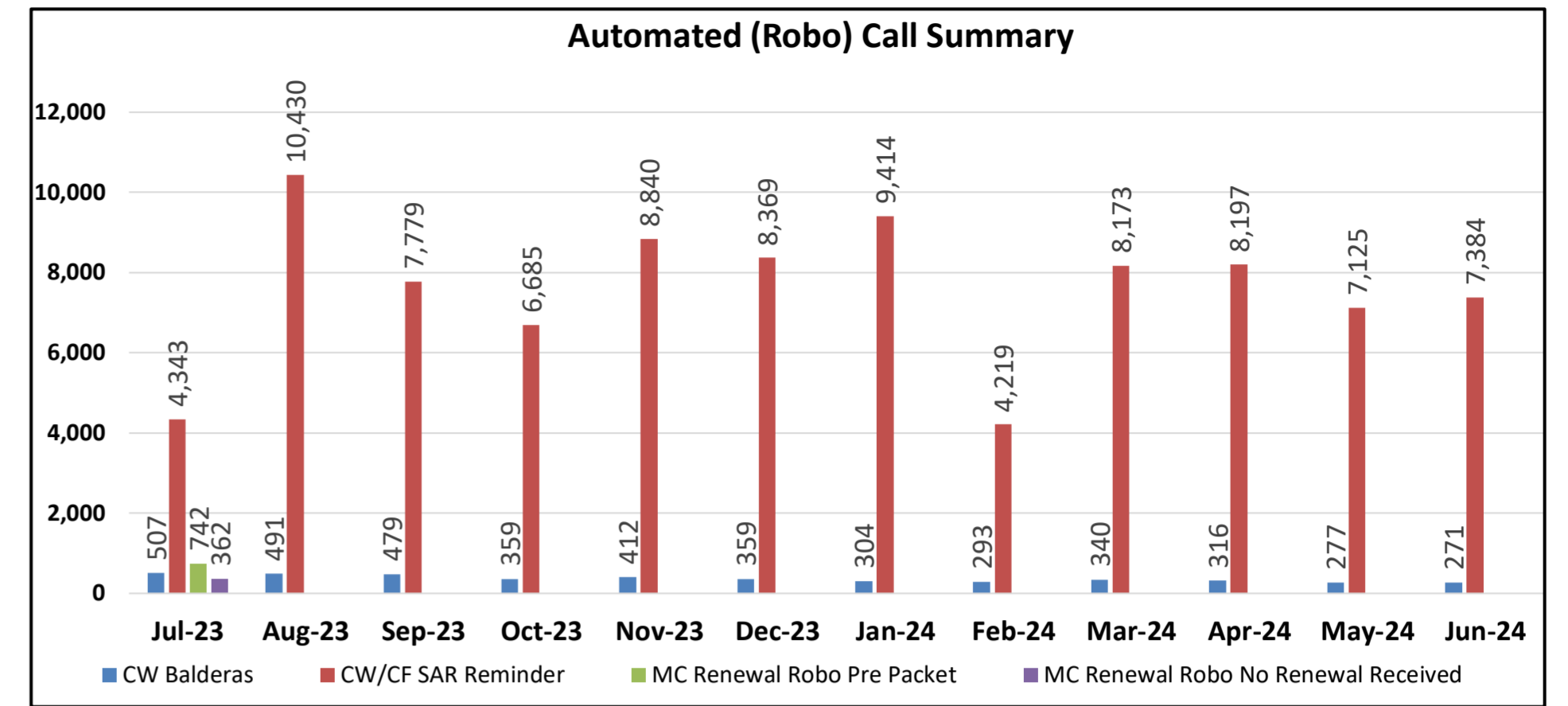


ACCESS CALL CENTER

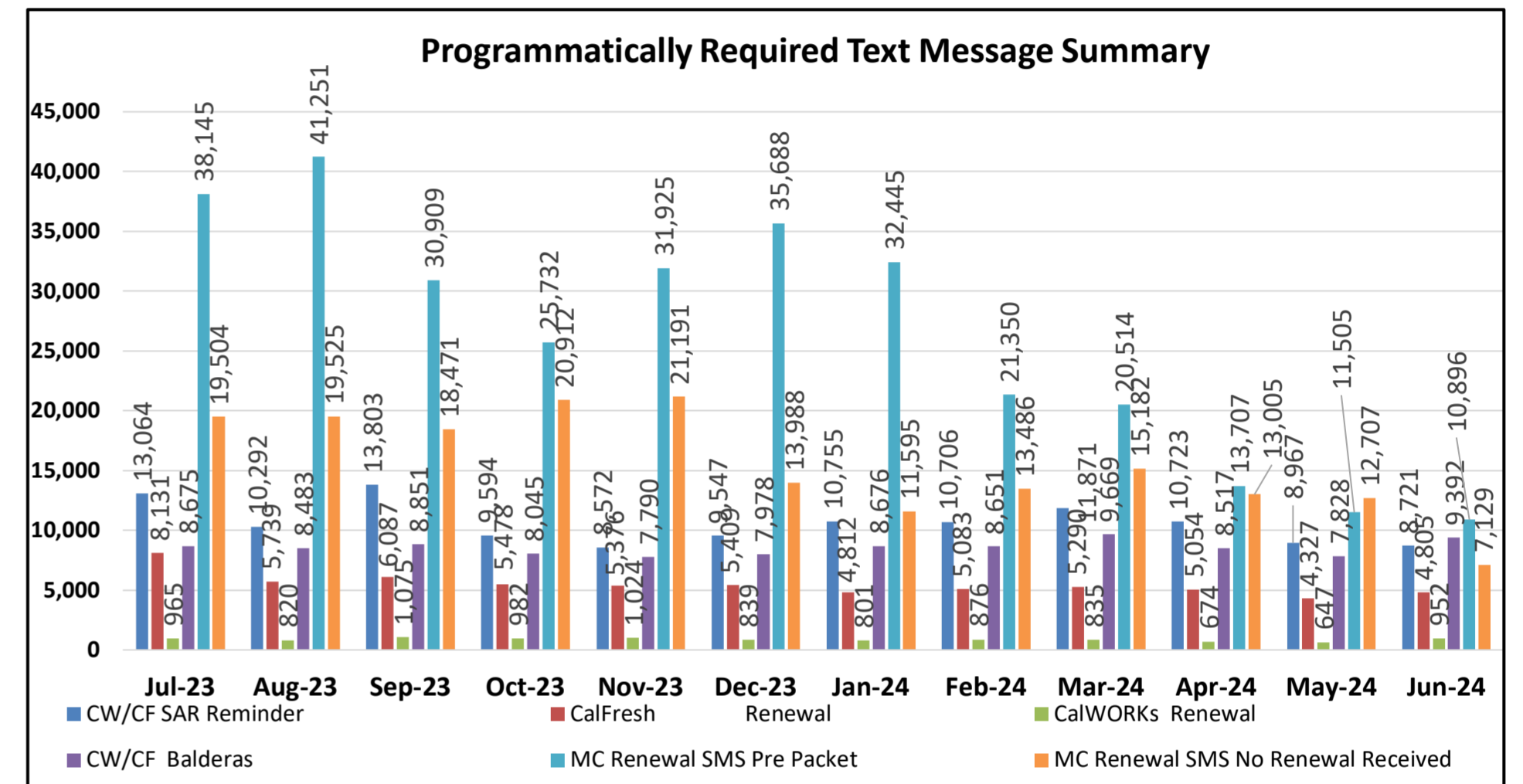


Monthly Robo-Calls & Text Messaging Report FY 2023/2024

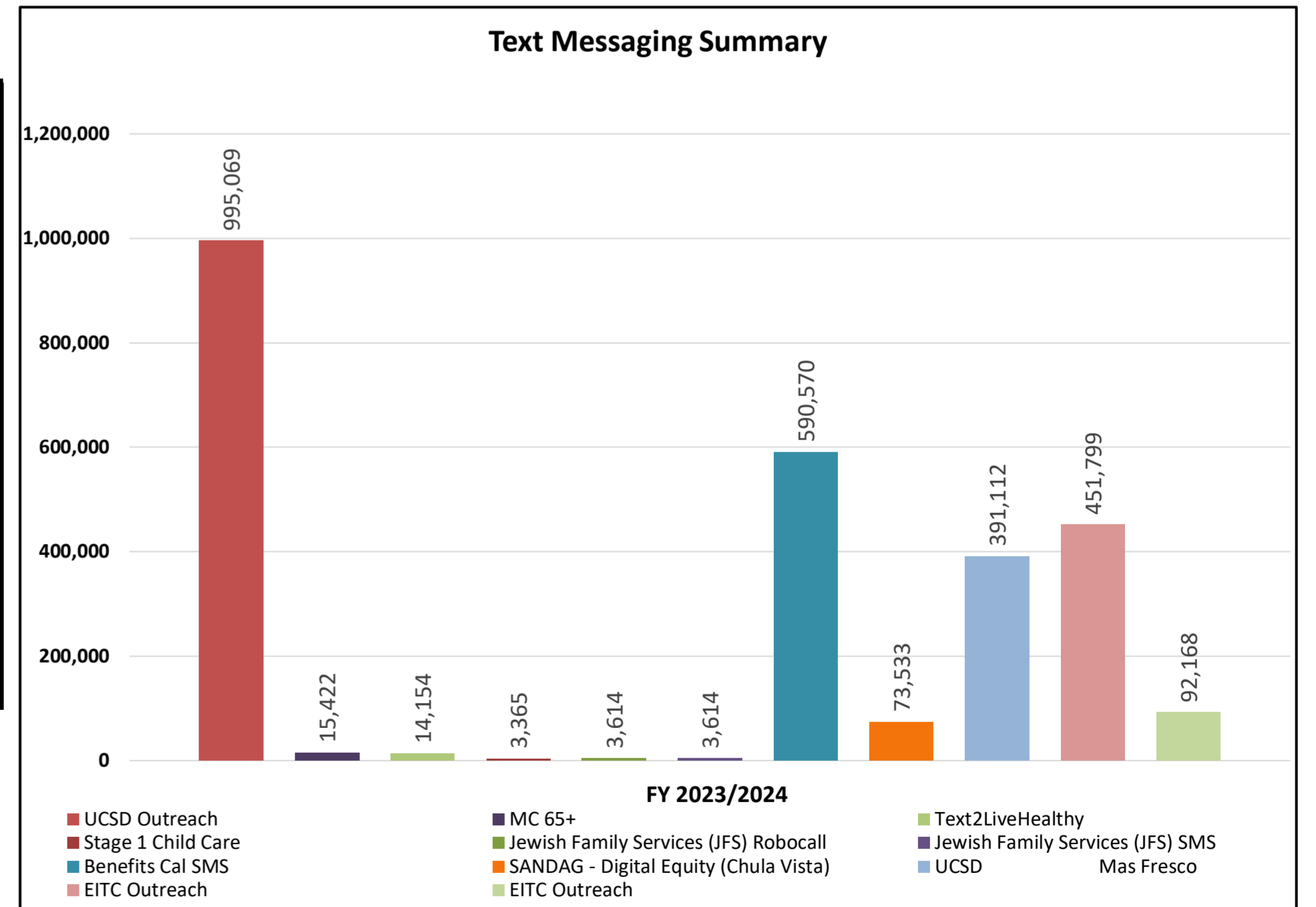
Automated (Robo) Call Summary	Program				Grand Total
Month	CW/CF SAR Reminder	CW Balderas	MC Renewal Robo Pre Packet	MC Renewal Robo No Renewal Received	Grand Total
July 2023	4,343	507	742	362	5,954
August 2023	10,430	491			10,921
September 2023	7,779	479			8,258
October 2023	6,685	359			7,044
November 2023	8,840	412			9,252
December 2023	8,369	359			8,728
January 2024	9,414	304			9,718
February 2024	4,219	293			4,512
March 2024	8,173	340			8,513
April 2024	8,197	316			8,513
May 2024	7,125	277			7,402
June 2024	7,384	271			7,655
Grand Total	90,958	4,408	742	362	96,470



Text Messaging Summary	Program						Grand Total
Month	CW/CF SAR Reminder	CW/CF Balderas	CalFresh Renewal	CalWORKs Renewal	MC Renewal SMS Pre Packet	MC Renewal SMS No Renewal Received	Grand Total
July 2023	13,064	8,675	8,131	965	38,145	19,504	88,484
August 2023	10,292	8,483	5,739	820	41,251	19,525	86,110
September 2023	13,803	8,851	6,087	1,075	30,909	18,471	79,196
October 2023	9,594	8,045	5,478	982	25,732	20,912	70,743
November 2023	8,572	7,790	5,376	1,024	31,925	21,191	75,878
December 2023	9,547	7,978	5,409	839	35,688	13,988	73,449
January 2024	10,755	8,676	4,812	801	32,445	11,595	69,084
February 2024	10,706	8,651	5,083	876	21,350	13,486	60,152
March 2024	11,871	9,669	5,290	835	20,514	15,182	63,361
April 2024	10,723	8,517	5,054	674	13,707	13,005	51,680
May 2024	8,967	7,828	4,327	647	11,505	12,707	45,981
June 2024	8,721	9,392	4,805	952	10,896	7,129	41,895
Grand Total	126,615	102,555	65,591	10,490	314,067	186,695	806,013



Text Messaging Summary	Special Campaign										Grand Total	
Month	UCSD Outreach	MC 65+	Text2LiveHealthy	Stage 1 Child Care	Jewish Family Services (JFS) Robocall	Jewish Family Services (JFS) SMS	Benefits Cal SMS	SANDAG - Digital Equity (Chula Vista)	UCSD Mas Fresco	CalFresh Hot Foods	EITC Outreach	Grand Total
July 2023	196,100	1,375	6,398	1,666								205,539
August 2023	191,165	1,320	7,756		785	785						201,811
September 2023	204,036	1,344			651	651	590,570					797,252
October 2023	203,476	1,341			570	570		73,533				279,490
November 2023	200,292	1,227			1,591	1,591						204,701
December 2023		1,162			17	17			391,112			392,308
January 2024		1,223										1,223
February 2024		1,264										1,264
March 2024		1,249		1,645						451,799	92,168	546,861
April 2024		1,283		54								1,337
May 2024		1,315										1,315
June 2024		1,319										1,319
Grand Total	995,069	15,422	14,154	3,365	3,614	3,614	590,570	73,533	391,112	451,799	92,168	2,634,420



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

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

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

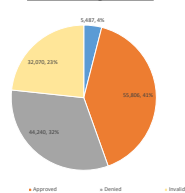


Community Based Organizations CalFresh Referrals

07/2023/06/2024

Table with columns: CBO, HCS Organization Staff/FY, Pending, Approved, Denied, Incomplete, Total. Lists various community-based organizations and their referral statistics.

CalFresh Percentage of Referrals



* Included applications received for a CalFresh program already in Pending or Approved status.

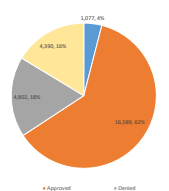


Community Based Organizations Medi-Cal Referrals

07/2023/06/2024

CBO	Medi-Cal Application Referrals by Application Status									
	HCS Duration Start/Yr	Pending	Approved	Denied	Unapp'd	Unapp'd	Total			
211 San Diego		150	4%	1,573	6%	714	21%	341	24%	3,653
Family Health Centers of San Diego		190	9%	2,213	62%	645	18%	504	14%	3,553
La Brea Community Health Center	Y	31	1%	2,192	62%	650	18%	641	18%	3,520
La Brea Community Health Center		71	3%	1,108	68%	114	3%	164	21%	2,052
Thurgood Marshall	Y	18	3%	1,362	67%	137	12%	270	14%	2,085
UCSD Medical Center	Y	34	2%	1,268	63%	167	13%	191	13%	2,905
Vista Community Clinic		87	9%	1,085	69%	105	18%	109	12%	1,476
YvesCare		102	6%	989	61%	223	20%	208	13%	1,622
Hudson		99	6%	1,451	69%	113	20%	151	14%	1,496
Neighborhood Health Care		48	3%	882	65%	200	18%	126	12%	1,652
UC San Medical Center	Y	1	1%	562	23%	153	3%	171	20%	796
San Ysidro Health Center		28	9%	412	71%	61	11%	71	13%	578
Paradise Valley Health	Y	10	3%	265	72%	37	10%	57	15%	370
San Diego Family Care		13	4%	123	68%	32	17%	36	12%	313
Palomar Health	Y	0	2%	187	64%	53	18%	44	15%	290
Edna Children's Hospital	Y	0	1%	112	28%	33	8%	25	13%	273
Borrego Health		8	4%	121	69%	26	15%	21	12%	178
San Diego Unified School District		4	2%	121	74%	22	11%	17	10%	164
St Vincent de Paul Village		1	2%	101	65%	26	15%	26	12%	156
Case Family		0	3%	83	57%	29	20%	20	20%	146
Donna Family Resource Center		0	2%	85	60%	37	13%	31	25%	142
Chula Vista Community Collaborative		0	60	54%	20	18%	11	28%	111	
San Diego's for Healthcare Coverage	Y	2	2%	79	79%	7	7%	12	12%	100
Family Health Centers of San Diego - Sheriff's		2	2%	47	69%	9	9%	17	18%	95
Indian Health Council Inc.		3	4%	62	86%	1	1%	6	8%	73
Don Antonio Healthcare Center		0	4%	23	54%	8	14%	15	20%	57
Alvarado Hospital LLC	Y	0	0	35	64%	12	22%	18	15%	55
Imperial Beach Community Clinic		8	15%	25	45%	15	27%	7	13%	55
St. Paul's Place		0	3%	25	57%	8	18%	1	20%	44
Paradise Valley Healthcare Center		2	3%	27	63%	7	16%	7	16%	43
Neighborhood Health Resource Center		0	2%	9	35%	5	19%	2	21%	36
Vista Community Clinic - The Gray Center		1	8%	27	75%	2	6%	4	11%	36
Borrego Community Center		0	15	43%	11	31%	0	26%	35	
San Diego Expedition Ranch		0	14%	24	64%	0	0%	0	3%	38
San Diego Regional Center		4	13%	23	74%	2	6%	7	6%	31
MacArthur Institute's South Bay Regional Recovery		0	4%	56	62%	10	19%	4	15%	35
World Relief Social		2	8%	14	54%	7	28%	2	8%	25
Imperial County Services		0	6	25%	6	25%	17	66%	24	
Chowdhury		0	19%	14	67%	2	10%	1	7%	21
University Case Center		0	14	67%	6	29%	1	5%	21	
Phenix HealthCare Center		0	11%	8	44%	2	14%	1	31%	20
Neighborhood Healthcare		0	9	53%	4	24%	4	24%	17	
Madrazo Community Ministries Inc.		0	7	46%	1	6%	8	50%	16	
Chickadee Family Services		0	1	31	84%	0	0	0	3%	16
Borrego Community Health Foundation		1	7%	5	33%	2	13%	7	47%	15
Catholic Charities Diocese of San Diego - Homeless Services		0	5	45%	1	8%	1	8%	10	
Community Research Foundation		0	5	38%	2	15%	5	46%	13	
Gary and Mary West Face		1	8%	5	45%	1	6%	5	42%	12
Dioplat		0	5	50%	0	0%	0	0	42%	12
Southern Indian Health Council Inc.		0	3	67%	1	8%	1	25%	12	
Shoreline Community Services		0	2%	6	65%	0	0%	0	6%	11
South Bay Association of America		1	9%	1	27%	0	0	0	7%	11
Capocho Comprehensive Treatment Center		0	4	46%	1	10%	0	10%	10	
San Diego Youth Center		0	30%	3	60%	0	0	0	4%	10
Alpha Project for the Homeless		0	3	33%	1	33%	1	33%	8	
Center for Mental Health and Rehabilitation Center		0	4	44%	1	14%	0	14%	8	
Financial Security Design		0	11%	5	56%	1	11%	2	22%	8
Healthcare in Action - San Diego		0	7	78%	1	11%	1	11%	8	
San Diego Family Service		0	5	54%	0	0	0	0	4%	8
Mountain Shadows		1	11%	3	33%	1	11%	4	44%	8
IFSA INC		1	18%	0	0%	3	18%	1	25%	8
Immigration Center for Women and Children		1	38%	1	13%	2	25%	1	25%	8
Parallon		1	13%	3	38%	3	38%	1	13%	8
TransHorizon		0	5	53%	2	25%	1	13%	8	
Catholic Charities Diocese of San Diego		0	3	43%	1	14%	1	43%	7	
Golden Health Solutions		0	5	71%	1	14%	1	14%	7	
Medi-Cal Requisition Specialists		0	6	86%	1	14%	0	0	7	
Marshall Health Systems, TUBH - AltaRosa Wellness Center		0	6	86%	1	14%	0	0	7	
SNF HEALTHCARE CENTERS		0	1	17%	5	83%	0	0	7	
Community Health Systems, Inc. - Moreno Valley		0	4	67%	0	0	0	0	7	
Chemical Impact		0	17%	1	17%	0	17%	0	33%	6
Vista Knott Specialized Care		0	3	50%	0	0	0	0	3	6
Access to Independence of San Diego Inc		0	2	46%	1	20%	2	46%	5	
Marina Healthcare Center		0	3	60%	2	40%	0	0	5	
Libertaria Home Health		0	4	80%	0	0	0	0	20%	5
Catholic Charities of San Antonio		0	25%	3	12%	0	0	0	12%	5
Community Resource Center		1	25%	1	25%	0	0	0	25%	4
Deaf Community Services of San Diego		0	0	0	2	50%	2	50%	4	
Diocesan Comprehensive Treatment Center		0	1	25%	0	0	1	25%	4	
Union of Pan Asian Communities		0	2	50%	2	50%	0	0	4	
CCC Health Services Department		0	1	33%	0	0	0	0	33%	3
Community Care Center		0	100%	0	0	0	0	0	0	3
Community Research Foundation Senior Impact		0	2	67%	0	0	0	0	33%	3
General Hospital		1	33%	2	67%	0	0	0	33%	3
GETTA HEALTH		0	2	67%	1	33%	0	0	3	3
Home Pathway		0	2	67%	0	0	0	0	33%	3
San Francisco/Piedmont Diversion Project		0	0	0	1	33%	2	67%	3	
The Light For Seniors		0	2	67%	0	0	0	0	33%	3
Armed Forces Health Care SNF Measurement Contracts LLC		0	3	100%	0	0	0	0	3	3
CA Department of State Hospitals		0	1	50%	0	0	0	0	50%	2
Catholic Charities San Diego		0	2	100%	0	0	0	0	2	2
Center Star ACT		0	2	100%	0	0	0	0	2	2
CFHC		0	2	100%	0	0	0	0	2	2
Compass Inc		0	1	50%	1	50%	0	0	2	2
Cottage Health System		0	1	50%	1	50%	0	0	2	2
Diabetes Office of the Public Health		0	2	100%	0	0	0	0	2	2
HERALD CHRISTIAN HEALTH CENTER		0	2	100%	0	0	0	0	2	2
Marist College		1	50%	1	50%	0	0	0	2	2
Providence Health & Services		0	2	100%	0	0	0	0	2	2
Renewing Hope For Refugees		0	1	50%	0	0	0	0	50%	2
Light House Community Health		0	1	50%	0	0	0	0	50%	2
FEH Inc		0	2	100%	0	0	0	0	2	2
Third Avenue Charitable Organization		0	1	50%	0	0	0	0	50%	2
Providence Care Clinicians		0	1	50%	0	0	0	0	50%	2
Advocates 4 Medi-Cal Assistance		0	1	100%	0	0	0	0	1	1
Elitana Santa Rosa Community Health Center		0	0	0	0	0	0	0	100%	1
Alpha Light		0	0	0	0	0	0	0	100%	1
Redburn You Chi Medical Foundation		0	1	100%	0	0	0	0	1	1
Catholic Charities of Orange County		0	1	100%	0	0	0	0	1	1
Change Lives Youth Support Services		0	0	0	1	100%	0	0	1	1
Coalition of Orange County Community Health Center		0	0	0	1	100%	0	0	1	1
COP		0	0	0	1	100%	0	0	1	1
Maxine Patient Financial Solutions		0	0	0	1	100%	0	0	1	1
Leadline San Diego	Y	0	100%	0	0	0	0	0	100%	1
Golden Valley Health Center		0	0	0	0	0	0	0	100%	1
HEH		0	1	100%	0	0	0	0	1	1
Home Start CalFresh Grant		0	1	100%	0	0	0	0	1	1
Hospital Association of Southern California		0	1	100%	0	0	0	0	1	1
Arden House Research		0	1	100%	0	0	0	0	1	1
Juban Pathways Inc.		1	100%	0	0	0	0	0	1	1
El Street Express		0	1	100%	0	0	0	0	1	1
Korean Community Services		0	1	100%	0	0	0	0	1	1
Marin City Health and Wellness		0	0	0	0	0	0	0	100%	1
Moreno Valley Research		0	0	0	0	0	0	0	100%	1
National Care Advisors		0	1	100%	0	0	0	0	1	1
Nehru		0	0	0	0	0	0	0	100%	1
Autism Start, Inc.		0	0	0	0	0	0	0	100%	1
San Ysidro Health	Y	1	100%	0	0	0	0	0	1	1
Santa Barbara County Education Office		0	0	0	0	0	0	0	100%	1
South Bay Community Services		0	0	0	0	0	0	0	100%	1
Children's Post Agency		0	0	0	0	0	0	0	100%	1
211 Orange County		0	0	0	0	0	0	0	0	0
Adi Flanders		0	0	0	0	0	0	0	0	0
Center for Healthy Communities		0	0	0	0	0	0	0	0	0
Code for America		0	0	0	0	0	0	0	0	0
Diops Long Inc.		0	0	0	0	0	0	0	0	0
EMD Food Bank		0	0	0	0	0	0	0	0	0
100 Wiza Youth Projects thru LEAP		0	0	0	0	0	0	0	0	0
Los Angeles County CCLB		0	0	0	0	0	0	0	0	0
Marshall Health Systems, TUBH, BHS, Action Central		0	0	0	0	0	0	0	0	0
Office of the Regional Public Defender		0	0	0	0	0	0	0	0	0
Paris Equality Center		0	0	0	0	0	0	0	0	0
Safe Connections		0	0	0	0	0	0	0	0	0
San Diego Food Bank	Y	0	0	0	0	0	0	0	0	0
St. Louise Resource Services		0	0	0	0	0	0	0	0	0
Stopping Homelessness of San Diego		0	0	0	0	0	0	0	0	0
UC San Diego	Y	0	0	0	0	0	0	0	0	0
University of San Diego		0	0	0	0	0	0	0	0	0
Urban Street Health		0	0	0	0	0	0	0	0	0
Vista HR Foundation - SmartCare		0	0	0	0	0	0	0	0	0
Total		1,207	4%	16,158	62%	4,116	16%	4,390	16%	24,881

Medi-Cal Percentage of Referrals



* Included applications received for a Medi-Cal program already in Pending or Approved status.

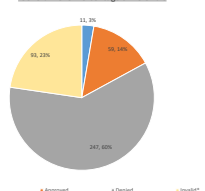


Community Based Organizations General Relief Referrals

07/2023-06/2024

General Relief Application Referrals by Application Status										
CEO	HCSA Organization Staff Y/N	Pending	Approved	Denied	Unapp'd	Total				
211 San Diego		1	1%	11	0%	60%	11	37%	93	
Family Health Centers of San Diego		1	3%	4	12%	21	62%	1	24%	34
Logan Health Council Inc		0	0	3	24%	17	56%	0	26%	34
Mental Health Systems TUBS - Alhambra Wellness Center		0	0	2	8%	14	56%	0	38%	24
La Manita Community Health Centers		1	4%	3	12%	18	72%	1	12%	23
Carla Family		0	0	2	36%	15	72%	0	5%	15
McKishner Institute South Bay Regional Recovery		0	0	6	40%	7	47%	1	13%	15
Community Research Foundation		2	21%	5	36%	3	21%	1	21%	14
Economic Comprehensive Treatment Center		0	0	2	34%	5	49%	1	36%	11
Capitola Comprehensive Treatment Center		0	0	2	20%	7	36%	1	36%	10
Healthcare Action - San Diego		0	0	3	26%	5	69%	1	26%	10
Shoreline Community Services		1	38%	1	18%	2	28%	1	25%	8
Center Star ACT		0	0	0	0	4	57%	1	43%	7
Metro Community MHRHS Inc		0	0	1	14%	5	73%	1	14%	7
Visita Hill Foundation - SmartCare		0	0	3	43%	1	14%	1	43%	7
General Relief Dept		1	14%	0	0	6	86%	0	86%	7
Aid Finders		0	0	2	33%	1	50%	1	17%	6
Mental Health Systems TUBS B/W Action Central		0	0	1	17%	1	17%	2	67%	6
Orange Health	Y	0	0	0	0	6	100%	0	0	6
Bonita Family Resource Center		0	0	0	0	2	50%	7	50%	4
Chula Vista Community Collaborative		0	0	0	0	3	75%	1	25%	4
Interfaith Community Services		0	0	0	0	2	50%	2	50%	4
Transfrontiers		0	0	0	0	4	100%	0	0	4
Republic Community Center		0	0	0	0	3	100%	0	0	3
Catholic Charities Diocese of San Diego		0	0	0	0	3	100%	0	0	3
Safe Connections		0	0	0	0	1	25%	1	67%	3
CA Department of State Hospitals		0	0	0	0	1	50%	1	50%	2
Catholic Charities Diocese of San Diego - Homeless Services		0	0	1	50%	1	50%	0	2	
Chief Community Services of San Diego		0	0	0	0	2	100%	0	2	
DownTown Impact		1	50%	0	0	1	50%	0	2	
UCSD Medical Center	Y	0	0	0	0	2	100%	0	2	
Visita Community Clinic		0	0	0	0	2	100%	0	2	
Alpha Project for the Homeless		0	0	0	0	1	100%	0	1	
Catholic Charities San Diego	Y	0	0	0	0	1	100%	0	1	
Charge-Lanes Youth Support Services		0	0	0	0	1	100%	0	1	
Community Resource Center		0	0	0	0	0	0	1	100%	1
Lactation House Temecula		0	0	0	0	1	100%	0	1	
U Street Force		0	0	0	0	1	100%	0	1	
Qualtrics		0	0	0	0	0	0	1	100%	1
Neighborhood Health Care		0	0	0	0	1	100%	0	1	
Neighborhood HealthCare		0	0	0	0	1	100%	0	1	
Parrs Equity Center	Y	0	0	0	0	0	0	1	100%	1
Ready Childrens Hospital	Y	0	0	0	0	1	100%	0	1	
San Diego Food Bank	Y	0	0	0	0	1	100%	0	1	
San Ysidro Health Center		0	0	0	0	1	100%	0	1	
Visitas Health	Y	0	0	0	0	0	0	1	100%	1
Loop Mat		0	0	0	0	0	0	1	100%	1
National Barista Association of America		0	0	0	0	1	100%	0	1	
South Sea Community Services		0	0	0	0	1	100%	0	1	
Southern Jordan Health Council Inc		0	0	0	0	1	100%	0	1	
UC San Medical Center	Y	0	0	0	0	1	100%	0	1	
TrueCare		0	0	0	0	0	0	1	100%	1
University Care Consultants		0	0	0	0	1	100%	0	1	
ET&M		0	0	0	0	0	0	0	0	0
211 Orange County		0	0	0	0	0	0	0	0	0
Access to and needs of San Diego Int.		0	0	0	0	0	0	0	0	0
Advocates & Multi-Cal Assistance		0	0	0	0	0	0	0	0	0
Aid4 All The CALIF. CENTERS		0	0	0	0	0	0	0	0	0
Alhambra Santa Rosa Community Health Centers		0	0	0	0	0	0	0	0	0
Alpha Luffs		0	0	0	0	0	0	0	0	0
Athens HealthCare LLC	Y	0	0	0	0	0	0	0	0	0
Aurora Healthcare Center		0	0	0	0	0	0	0	0	0
Borrego Community Health Foundation		0	0	0	0	0	0	0	0	0
Borrego Health		0	0	0	0	0	0	0	0	0
Buddhist Tu Chu Medical Foundation		0	0	0	0	0	0	0	0	0
Carson Marsh Nursing and Rehabilitation Center		0	0	0	0	0	0	0	0	0
Catholic Charities of Los Angeles		0	0	0	0	0	0	0	0	0
Catholic Charities of Orange County		0	0	0	0	0	0	0	0	0
CCC Health Services Department		0	0	0	0	0	0	0	0	0
Center for Healthy Communities		0	0	0	0	0	0	0	0	0
CHCS		0	0	0	0	0	0	0	0	0
Coalition of Orange County Community Health Center		0	0	0	0	0	0	0	0	0
Code for America		0	0	0	0	0	0	0	0	0
Community Care Center		0	0	0	0	0	0	0	0	0
Community Health Systems, Inc. - Moreno Valley		0	0	0	0	0	0	0	0	0
Community Research Foundation Senior Impact		0	0	0	0	0	0	0	0	0
Compass Inc.		0	0	0	0	0	0	0	0	0
Conifer Health Solutions		0	0	0	0	0	0	0	0	0
COP		0	0	0	0	0	0	0	0	0
Cottage Health System		0	0	0	0	0	0	0	0	0
Costco - Office of the Public Guardian		0	0	0	0	0	0	0	0	0
County Loring Inc.		0	0	0	0	0	0	0	0	0
Devox Patient Financial Solutions		0	0	0	0	0	0	0	0	0
Devox PFS		0	0	0	0	0	0	0	0	0
Everest Hospice		0	0	0	0	0	0	0	0	0
Family Health Centers of San Diego - Sheriff's	Y	0	0	0	0	0	0	0	0	0
Financial Security Designs		0	0	0	0	0	0	0	0	0
Food4Good Bank		0	0	0	0	0	0	0	0	0
Gray and Milly West Place		0	0	0	0	0	0	0	0	0
GTVA Helix Inc.		0	0	0	0	0	0	0	0	0
Gibson Valley Health Center		0	0	0	0	0	0	0	0	0
HOAS		0	0	0	0	0	0	0	0	0
HERALD CHRISTIAN HEALTH CENTER		0	0	0	0	0	0	0	0	0
Home Start CalFresh Grant		0	0	0	0	0	0	0	0	0
Hospital Association of Southern California		0	0	0	0	0	0	0	0	0
Immigration Center for Women and Children		0	0	0	0	0	0	0	0	0
Imperial Beach Community Clinic		0	0	0	0	0	0	0	0	0
Isa Vista Youth Project (Bla LEAP		0	0	0	0	0	0	0	0	0
Health Family Service		0	0	0	0	0	0	0	0	0
Isan Pathways Inc.		0	0	0	0	0	0	0	0	0
Koreans Community Services		0	0	0	0	0	0	0	0	0
Libertaria Home Health		0	0	0	0	0	0	0	0	0
Los Angeles County CSC &		0	0	0	0	0	0	0	0	0
Marin City Health and Wellness		0	0	0	0	0	0	0	0	0
Master-Cal Incubation Services		0	0	0	0	0	0	0	0	0
Ministerio Betesda		0	0	0	0	0	0	0	0	0
Miracosta College		0	0	0	0	0	0	0	0	0
Mountain Shadow		0	0	0	0	0	0	0	0	0
National Care Advisors		0	0	0	0	0	0	0	0	0
Neighborhood Health Insurance Center		0	0	0	0	0	0	0	0	0
NEWS		0	0	0	0	0	0	0	0	0
Office of the Federal Public Defender		0	0	0	0	0	0	0	0	0
Palmer Senior Services		0	0	0	0	0	0	0	0	0
Palomar Health	Y	0	0	0	0	0	0	0	0	0
Paradise Valley Health	Y	0	0	0	0	0	0	0	0	0
Paradise Valley Healthcare Center		0	0	0	0	0	0	0	0	0
Paradise		0	0	0	0	0	0	0	0	0
Park Avenue Healthcare Center		0	0	0	0	0	0	0	0	0
Primerize Healthcare Center		0	0	0	0	0	0	0	0	0
Presbyterian Health & Services		0	0	0	0	0	0	0	0	0
Renewing Hope For Refugees		0	0	0	0	0	0	0	0	0
Revoxy Pathway		0	0	0	0	0	0	0	0	0
Riding Star, Inc.		0	0	0	0	0	0	0	0	0
Saint John's Community Health		0	0	0	0	0	0	0	0	0
San Diegoans for Healthcare Coverage	Y	0	0	0	0	0	0	0	0	0
San Diego Family Care		0	0	0	0	0	0	0	0	0
San Diego Freedom Ranch		0	0	0	0	0	0	0	0	0
San Diego Post-Acute		0	0	0	0	0	0	0	0	0
San Diego Shogun Center		0	0	0	0	0	0	0	0	0
San Diego Unified School District		0	0	0	0	0	0	0	0	0
San Francisco Prisdial Division Protect		0	0	0	0	0	0	0	0	0
San Ysidro Health	Y	0	0	0	0	0	0	0	0	0
Santa Barbara County Education Office		0	0	0	0	0	0	0	0	0
St. Vincent de Paul Village		0	0	0	0	0	0	0	0	0
St. Louise Religious Services		0	0	0	0	0	0	0	0	0
St. Paul's PACF		0	0	0	0	0	0	0	0	0
Stepping Stone of San Diego		0	0	0	0	0	0	0	0	0
STR Inc.		0	0	0	0	0	0	0	0	0
The Light for Seniors		0	0	0	0	0	0	0	0	0
Third Avenue Charitable Organization		0	0	0	0	0	0	0	0	0
UC San Diego	Y	0	0	0	0	0	0	0	0	0
Union of Pasa Anjan Communities		0	0	0	0	0	0	0	0	0
University Care Center		0	0	0	0	0	0	0	0	0
University of San Diego		0	0	0	0	0	0	0	0	0
Utah Street Angels		0	0	0	0	0	0	0	0	0
Victoria Post-Acute		0	0	0	0	0	0	0	0	0
Visita Community Clinic-The Gary Center		0	0	0	0	0	0	0	0	0
Visita Good Shepherd Care		0	0	0	0	0	0	0	0	0
Winbox Health Care SNF Management Company LLC		0	0	0	0	0	0	0	0	0
Total		1	3%	28	14%	110	60%	18	33%	440

General Relief Percentage of Referrals



* Included applications received for a General Relief program already in Pending or Approved status.



Community Based Organizations CalFresh Referrals

07/2023-06/2024

CalFresh Application Referrals by Application Status			CF Referrals		
Code for America	City	Total	Code for America	City	Total
211 San Diego		7,225	211 San Diego		7,225
Family Health Centers of San Diego		3,627	Family Health Centers of San Diego		3,627
La Maestra Community Health Centers		3,455	La Maestra Community Health Centers		3,455
Scruggs Health		628	Scruggs Health		628
San Ysidro Health		563	San Ysidro Health		563
Vista Community Clinic		513	Vista Community Clinic		513
Sharp Health		321	Sharp Health		321
Home Start CalFresh Grant		256	Home Start CalFresh Grant		256
Casa Familiar		210	Casa Familiar		210
TrustCare		199	TrustCare		199
Bonita Family Resource Center		166	Bonita Family Resource Center		166
Leavitt Family Service		166	Leavitt Family Service		166
Neighborhood Health Care		143	Neighborhood Health Care		143
Indian Health Council Inc		113	Indian Health Council Inc		113
Chula Vista Community Collaborative		112	Chula Vista Community Collaborative		112
UCSD Medical Center		49	UCSD Medical Center		49
Rady Childrens Hospital		45	Rady Childrens Hospital		45
Interfaith Community Services		42	Interfaith Community Services		42
Southern Indian Health Council Inc		38	Southern Indian Health Council Inc		38
McAllister Institute South Bay Regional Recovery		31	McAllister Institute South Bay Regional Recovery		31
San Ysidro Health Center		30	San Ysidro Health Center		30
World Relief SoCal		27	World Relief SoCal		27
Bayside Community Center		23	Bayside Community Center		23
San Diego Unified School District		21	San Diego Unified School District		21
Borrego Health		20	Borrego Health		20
South Bay Community Services		20	South Bay Community Services		20
Vista Community Clinic The Gray Center		20	Vista Community Clinic The Gray Center		20
Catholic Charities Diocese of San Diego		19	Catholic Charities Diocese of San Diego		19
Catholic Charities Diocese of San Diego - Homeless Services		19	Catholic Charities Diocese of San Diego - Homeless Services		19
Tri-City Medical Center		19	Tri-City Medical Center		19
Union of Pan Asian Communities		17	Union of Pan Asian Communities		17
Community Resource Center		16	Community Resource Center		16
Community Research Foundation		14	Community Research Foundation		14
Mental Health Systems TUBN - Alameda Wellness Center		14	Mental Health Systems TUBN - Alameda Wellness Center		14
Metro Community Ministries Inc		13	Metro Community Ministries Inc		13
Shoreline Community Services		12	Shoreline Community Services		12
Small Grants Association of America		12	Small Grants Association of America		12
San Diego Family Care		11	San Diego Family Care		11
San Diego Food Bank		11	San Diego Food Bank		11
Transcendence		9	Transcendence		9
Capalina Comprehensive Treatment Center		8	Capalina Comprehensive Treatment Center		8
MediDra		8	MediDra		8
San Diegoans for Healthcare Coverage		8	San Diegoans for Healthcare Coverage		8
Center Star ACT		7	Center Star ACT		7
Deaf Community Services of San Diego		7	Deaf Community Services of San Diego		7
Metacalix College		7	Metacalix College		7
Escondido Comprehensive Treatment Center		6	Escondido Comprehensive Treatment Center		6
Julian Pathways Inc		6	Julian Pathways Inc		6
University of San Diego		6	University of San Diego		6
AFI Finders		6	AFI Finders		6
Catholic Charities San Diego		5	Catholic Charities San Diego		5
Gary and Mary West Pace		5	Gary and Mary West Pace		5
Healthcare in Action - San Diego		5	Healthcare in Action - San Diego		5
St. Paul's PACS		5	St. Paul's PACS		5
UC San Diego		5	UC San Diego		5
Alpha Project for the Homeless		4	Alpha Project for the Homeless		4
Feeding San Diego		4	Feeding San Diego		4
Palomar Health		4	Palomar Health		4
Safe Connections		4	Safe Connections		4
Access to Independence of San Diego Inc		3	Access to Independence of San Diego Inc		3
Downtown Impact		3	Downtown Impact		3
FINO Food Bank		3	FINO Food Bank		3
Imperial Beach Community Clinic		3	Imperial Beach Community Clinic		3
Jackson House Temecula		3	Jackson House Temecula		3
Neighborhood Healthcare		3	Neighborhood Healthcare		3
Soap Mat		3	Soap Mat		3
TERI Inc		3	TERI Inc		3
Vista Hill Foundation - SmartCare		3	Vista Hill Foundation - SmartCare		3
CA Department of State Hospitals		2	CA Department of State Hospitals		2
Dues Living Inc		2	Dues Living Inc		2
Mental Health Systems TUBN BHS Action Central		2	Mental Health Systems TUBN BHS Action Central		2
Renewing Hope For Refugees		2	Renewing Hope For Refugees		2
Urban Street Angels		2	Urban Street Angels		2
211 Orange County		1	211 Orange County		1
AMF HEALTHCARE CENTERS		1	AMF HEALTHCARE CENTERS		1
Alpha Luffs		1	Alpha Luffs		1
Catholic Charities of Orange County		1	Catholic Charities of Orange County		1
Center for Healthy Communities		1	Center for Healthy Communities		1
Change Lanes Youth Support Services		1	Change Lanes Youth Support Services		1
CHIC		1	CHIC		1
Community Research Foundation Senior Impact		1	Community Research Foundation Senior Impact		1
CompSpec Inc		1	CompSpec Inc		1
Corriage Health System		1	Corriage Health System		1
Everett Hospice		1	Everett Hospice		1
Uta Vista Youth Projects dba LEAP		1	Uta Vista Youth Projects dba LEAP		1
K Street Force		1	K Street Force		1
Los Angeles County CSC B		1	Los Angeles County CSC B		1
Marin City Health and Wellness		1	Marin City Health and Wellness		1
Office of the Federal Public Defender		1	Office of the Federal Public Defender		1
Paradise Valley Health		1	Paradise Valley Health		1
Pars Equality Center		1	Pars Equality Center		1
St Vincent de Paul Village		1	St Vincent de Paul Village		1
St. Louise Resource Services		1	St. Louise Resource Services		1
Stepping Stone of San Diego		1	Stepping Stone of San Diego		1
Third Avenue Charitable Organization		1	Third Avenue Charitable Organization		1
Victoria Post Acute		1	Victoria Post Acute		1
Victorian Care Consultants		1	Victorian Care Consultants		1
EI Sol NEE		0	EI Sol NEE		0
Advocates 4 Medi-Cal Assistance		0	Advocates 4 Medi-Cal Assistance		0
Alamosa Santa Rosa Community Health Centers		0	Alamosa Santa Rosa Community Health Centers		0
Alvarado Hospital LLC		0	Alvarado Hospital LLC		0
Avira Healthcare Center		0	Avira Healthcare Center		0
Borrego Community Health Foundation		0	Borrego Community Health Foundation		0
Burdhat Tau Chi Medical Foundation		0	Burdhat Tau Chi Medical Foundation		0
Castle Manor Nursing and Rehabilitation Center		0	Castle Manor Nursing and Rehabilitation Center		0
Catholic Charities of Los Angeles		0	Catholic Charities of Los Angeles		0
CCC Health Services Department		0	CCC Health Services Department		0
Coalition of Orange County Community Health Center		0	Coalition of Orange County Community Health Center		0
Community Care Center		0	Community Care Center		0
Community Health Systems, Inc. - Moreno Valley		0	Community Health Systems, Inc. - Moreno Valley		0
Conifer Health Solutions		0	Conifer Health Solutions		0
CDP		0	CDP		0
DMH - Office of the Public Guardian		0	DMH - Office of the Public Guardian		0
Elevate Patient Financial Solutions		0	Elevate Patient Financial Solutions		0
Elevate PFS		0	Elevate PFS		0
Family Health Centers of San Diego - Sheriff's		0	Family Health Centers of San Diego - Sheriff's		0
Financial Security Design		0	Financial Security Design		0
GETR HEALTH		0	GETR HEALTH		0
Golden Valley Health Center		0	Golden Valley Health Center		0
HAS		0	HAS		0
HERALD CHRISTIAN HEALTH CENTER		0	HERALD CHRISTIAN HEALTH CENTER		0
Hospital Association of Southern California		0	Hospital Association of Southern California		0
Immigration Center for Women and Children		0	Immigration Center for Women and Children		0
Keystone Community Services		0	Keystone Community Services		0
Libertaria Home Health		0	Libertaria Home Health		0
Medi-Cal Regulation Specialists		0	Medi-Cal Regulation Specialists		0
Ministerios Betesda		0	Ministerios Betesda		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
NEMAS		0	NEMAS		0
Packard Senior Services		0	Packard Senior Services		0
Paradise Valley Healthcare Center		0	Paradise Valley Healthcare Center		0
Paradise		0	Paradise		0
Park Avenue Healthcare Center		0	Park Avenue Healthcare Center		0
PineRidge Healthcare Center		0	PineRidge Healthcare Center		0
Providence Health & Services		0	Providence Health & Services		0
Revive Pathway		0	Revive Pathway		0
Rolling Start Inc		0	Rolling Start Inc		0
Saint John's Community Health		0	Saint John's Community Health		0
San Diego Freedom Ranch		0	San Diego Freedom Ranch		0
San Diego Post Acute		0	San Diego Post Acute		0
San Diego Regional Center		0	San Diego Regional Center		0
San Francisco Pretrial Diversion Project		0	San Francisco Pretrial Diversion Project		0
Santa Barbara County Education Office		0	Santa Barbara County Education Office		0
The Light for Seniors		0	The Light for Seniors		0
University Care Center		0	University Care Center		0
Vista Knoll Specialized Care		0	Vista Knoll Specialized Care		0
Window Health Care SDF Management Company LLC		0	Window Health Care SDF Management Company LLC		0
Total		137,602	Total		137,602



Community Based Organizations Medi-Cal Referrals

07/2023-06/2024

Medi-Cal Application Referrals by Application Status

City	Total
211 San Diego	3,567
Family Health Centers of San Diego	3,552
Scruggs Health	3,265
La Mesa Community Health Centers	2,697
Sharp Health	2,036
UCSD Medical Center	1,596
Vista Community Clinic	1,676
TrustCare	1,622
MedData	1,080
Neighborhood Health Care	1,027
Tri City Medical Center	780
San Ysidro Health Center	579
Paradise Valley Health	375
San Diego Family Care	313
Palomar Health	290
Rady Childrens Hospital	271
Borrego Health	178
San Diego Unified School District	164
St Vincent de Paul Village	156
Casa Familiar	146
Bonita Family Resource Center	142
Chula Vista Community Collaborative	111
San Diegoans for Healthcare Coverage	100
Family Health Centers of San Diego - Sheriff's	95
Indian Health Council Inc.	72
Park Avenue Healthcare Center	57
Alvarado Hospital LLC	55
Imperial Beach Community Clinic	44
St. Paul's ACE	44
Paradise Valley Healthcare Center	43
Neighborhood Health Insurance Center	41
Vista Community Clinic The Gateway Center	36
BaySide Community Center	35
San Diego Freedom Ranch	35
San Diego Regional Center	31
McAlister Institute South Bay Regional Recovery	26
World Relief Social	25
Interfaith Community Services	24
Elevate PFS	21
University Care Center	21
Providence Healthcare Center	18
Neighborhood Healthcare	17
Metro Community Ministries Inc	16
Parkland Senior Services	16
Borrego Community Health Foundation	15
Catholic Charities Diocese of San Diego - Homeless Services	13
Community Research Foundation	13
Gary and Mary West Pace	12
Soak Mat	12
Southern Indian Health Council Inc	12
Shoreline Community Services	11
Sonoma Bank Association of America	11
Capitola Comprehensive Treatment Center	10
San Diego Post Aolde	10
Alpha Project for the Homeless	9
Catholic Manor Nursing and Rehabilitation Center	9
Financial Security Designs	9
Healthcare in Action - San Diego	9
Jewish Family Service	9
Mountain Shadows	9
El Sol NEC	8
Immigration Center for Women and Children	8
Parallon	8
Transfronteras	8
Catholic Charities Diocese of San Diego	7
Center Health Solutions	7
Medi-Cal Regulation Specialists	7
Mental Health Systems TURN - Alabanza Wellness Center	7
SAFETY HEALTH CARE CENTERS	6
Community Health Systems, Inc. - Moreno Valley	6
Downtown Impact	6
Vista Knoll Specialized Care	6
Access to Independence of San Diego Inc	5
Avira Healthcare Center	5
Liberation Home Health	5
Catholic Charities of Los Angeles	4
Community Resource Center	4
Deaf Community Services of San Diego	4
Escudido Comprehensive Treatment Center	4
Union of Pan Asian Communities	4
CCC Health Services Department	3
Community Care Center	3
Community Research Foundation Senior Impact	3
Everest Hospice	3
GETX HEALTH	3
Revive Pathway	3
San Francisco Pretrial Diversion Project	3
The Light for Seniors	3
Windour Health Care SNF Management Company LLC	3
CA Department of State Hospitals	2
Catholic Charities San Diego	2
Center Star ACT	2
CHOC	2
Compass Inc	2
Cottage Health System	2
DMH - Office of the Public Guardian	2
HERALD CHRISTIAN HEALTH CENTER	2
MiraCosta College	2
Providence Health & Services	2
Renewing Hope for Refugees	2
Saint John's Community Health	2
TERI Inc	2
Third Avenue Charitable Organization	2
Victorian Care Consultants	2
Advocates & Medi-Cal Assistance	1
Albino Santa Rosa Community Health Centers	1
Alpha Lulfs	1
Budshitt Tzu Chi Medical Foundation	1
Catholic Charities of Orange County	1
Change Lanes Youth Support Services	1
Coalition of Orange County Community Health Center	1
CDP	1
Elevate Patient Financial Solutions	1
Feeding San Diego	1
Golden Valley Health Center	1
HAS	1
Home Start Callaway Grant	1
Hospital Association of Southern California	1
Jackson House Temecula	1
Julian Pathways Inc	1
K Street Forum	1
Korean Community Services	1
Main City Health and Wellness	1
Ministerios Betesda	1
National Care Advisors	1
NEAMS	1
Rolling Start, Inc.	1
San Ysidro Health	1
Santa Barbara County Education Office	1
South Bay Community Services	1
Victoria Post Aolde	1
211 Orange County	0
Aid Finders	0
Center for Healthy Communities	0
Code for America	0
Duos Living Inc	0
FIND Food Bank	0
His Youth Youth Project dba LEAP	0
Los Angeles County CSC 8	0
Mental Health Systems TURN BHS Action Central	0
Office of the Federal Public Defender	0
Pact Equality Center	0
Safe Connections	0
San Diego Food Bank	0
St. Louis Resource Services	0
St. Stephen Stone of San Diego	0
UC San Diego	0
University of San Diego	0
Urban Street Angels	0
Vista Hill Foundation - SmartCare	0
Total	26,958

MC Referrals





Community Based Organizations CalWORKS Referrals

07/2023-06/2024

CalWORKS Application Referrals by Application Status	CWO	Total	CW Referrals
La Maestra Community Health Centers		301	301
Chula Vista Community Collaborative		30	30
Vista Community Clinic		27	27
Family Health Centers of San Diego		26	26
Casa Familiar		17	17
Interfaith Community Services		15	15
Ruby Childrens Hospital		15	15
211 San Diego		14	14
Sharp Health		12	12
World Relief Social		12	12
TruCare		9	9
Neighborhood Health Care		7	7
Small Business Association of America		6	6
Catholic Charities Diocese of San Diego		4	4
Indian Health Council Inc		4	4
San Diego Unified School District		4	4
Catholic Charities Diocese of San Diego - Homeless Services		3	3
Aid Finders		2	2
Reverde Community Center		2	2
Catholic Charities San Diego		2	2
Jewish Family Service		2	2
Julian Pathways Inc		2	2
MudBudz		2	2
Renewing Hope For Refugees		2	2
Sanjivo Health		2	2
Southern Indian Health Council Inc		2	2
Alpha Project for the Homeless		1	1
Cadizina Comprehensive Treatment Center		1	1
Community Resource Center		1	1
CompSpec Inc		1	1
Collage Health System		1	1
Deaf Community Services of San Diego		1	1
Healthcare in Action - San Diego		1	1
MiraCosta College		1	1
South Bay Community Services		1	1
Tri City Medical Center		1	1
UCSD Medical Center		1	1
Union of Pan Asian Communities		1	1
Vista Community Clinic The Gary Center		1	1
Vista Hill Foundation - SmartCare		1	1
4110 NCC		0	0
211 Orange County		0	0
Access to Independence of San Diego Inc		0	0
Advocates 4 Medi-Cal Assistance		0	0
ANH HEALTHCARE CENTERS		0	0
AltaMed Santa Rosa Community Health Centers		0	0
Alpha Labs		0	0
Alvarado Hospital LLC		0	0
Aviara Healthcare Center		0	0
Bonita Family Resource Center		0	0
Borrego Community Health Foundation		0	0
Borrego Health		0	0
Buddhist Tai Chi Medical Foundation		0	0
CA Department of State Hospitals		0	0
Castle Manor Nursing and Rehabilitation Center		0	0
Catholic Charities of Los Angeles		0	0
Catholic Charities of Orange County		0	0
CCC Health Services Department		0	0
Center for Healthy Communities		0	0
Center Star ACT		0	0
Change Lanes Youth Support Services		0	0
CHOC		0	0
Coalition of Orange County Community Health Center		0	0
Code for America		0	0
Community Care Center		0	0
Community Health Systems, Inc. - Moreno Valley		0	0
Community Research Foundation		0	0
Community Research Foundation Senior Impact		0	0
Cooper Health Solutions		0	0
COP		0	0
DMH - Office of the Public Guardian		0	0
Downstream Impact		0	0
Duos Living Inc		0	0
Elevate Patient Financial Solutions		0	0
Elevate PFS		0	0
Escudido Comprehensive Treatment Center		0	0
Everest Hospital		0	0
Family Health Centers of San Diego - Sheriff's		0	0
Feeling San Diego		0	0
Financial Security Designs		0	0
FIND Food Bank		0	0
Gary and Mary West Pace		0	0
GETIX HEALTH		0	0
Golden Valley Health Center		0	0
HAS		0	0
HERALD CHRISTIAN HEALTH CENTER		0	0
Home Start Callfish Grant		0	0
Hospital Association of Southern California		0	0
Immigration Center for Women and Children		0	0
Imperial Beach Community Clinic		0	0
Isia Vista Youth Projects dba LEAP		0	0
Jackson House Temecula		0	0
K Street Focus		0	0
Korean Community Services		0	0
Libertaria Home Health		0	0
Los Angeles County CIC B		0	0
Martin City Health and Wellness		0	0
McAlister Institute South Bay Regional Recovery		0	0
Medi-Cal Regulation Specialists		0	0
Mental Health Systems TURN - Alameda Wellness Center		0	0
Mental Health Systems TURN BHS Action Central		0	0
Metro Community Ministries Inc		0	0
Ministerios Betleem		0	0
Mountain Shadows		0	0
National Care Advisors		0	0
Neighborhood Health Insurance Center		0	0
Neighborhood Healthcare		0	0
NERMS		0	0
Office of the Federal Public Defender		0	0
Packard Senior Services		0	0
Palomar Health		0	0
Paradise Valley Health		0	0
Paradise Valley Healthcare Center		0	0
Parallon		0	0
Park Avenue Healthcare Center		0	0
Park Equality Center		0	0
Placer Health		0	0
Providence Health & Services		0	0
Revive Pathway		0	0
Rolling Stars Inc		0	0
Safe Connections		0	0
Saint John's Community Health		0	0
San Diegoans for Healthcare Coverage		0	0
San Diego Family Care		0	0
San Diego Food Bank		0	0
San Diego Freedom Branch		0	0
San Diego Post Acute		0	0
San Diego Regional Center		0	0
San Francisco Perinatal Diversion Project		0	0
San Ysidro Health		0	0
San Ysidro Health Center		0	0
Santa Barbara County Education Office		0	0
Shoreline Community Services		0	0
Soap Mat		0	0
St Vincent de Paul Village		0	0
St. Louise Resource Services		0	0
St. Paul's PLACE		0	0
Stepping Stone of San Diego		0	0
TERI Inc		0	0
The Light for Seniors		0	0
Third Avenue Charitable Organization		0	0
Transfrontiers		0	0
UC San Diego		0	0
University Care Center		0	0
University of San Diego		0	0
Urban Street Angels		0	0
Victoria Post Acute		0	0
Visionary Care Consultants		0	0
Vista Knoll Specialized Care		0	0
Window Health Care SRF Management Company LLC		0	0
Total		398	



Community Based Organizations General Relief Referrals

07/2023-06/2024

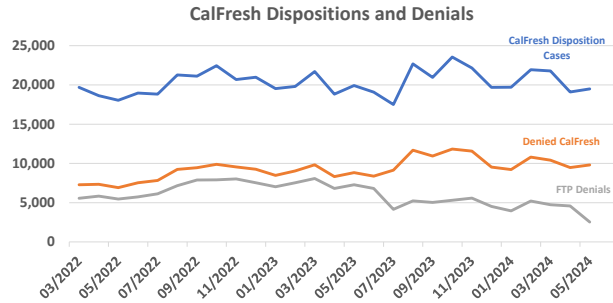
City	Total
211 San Diego	99
Family Health Centers of San Diego	34
Indian Health Council Inc	34
Mental Health Systems TURN - Alana Wellness Center	26
La Maestra Community Health Centers	25
Casa Familiar	20
Maklister Institute South Bay Regional Recovery	15
Community Research Foundation	14
Escondido Comprehensive Treatment Center	11
Capitola Comprehensive Treatment Center	10
Healthcare in Action - San Diego	10
Shoreline Community Services	8
Center Star ACT	7
Metro Community Ministries Inc	7
Visita Hill Foundation - SmartCare	7
World Relief Social	7
Aid Finders	6
Mental Health Systems TURN BHS Action Central	6
Shura Health	6
Bonita Family Resource Center	4
Chula Vista Community Collaborative	4
Interfaith Community Services	4
Transfrontas	4
Bayside Community Center	3
Catholic Charities Diocese of San Diego	3
Safe Connections	3
CA Department of State Hospitals	2
Catholic Charities Diocese of San Diego - Homeless Services	2
Deaf Community Services of San Diego	2
Downtown Impact	2
UCSD Medical Center	2
Visita Community Clinic	2
Alpha Project for the Homeless	1
Catholic Charities San Diego	1
Change Lanes Youth Support Services	1
Community Resource Center	1
Jackson House Temecula	1
K Street Farm	1
MedData	1
Neighborhood Health Care	1
Neighborhood Healthcare	1
Par Equality Center	1
Rady Childrens Hospital	1
San Diego Food Bank	1
San Ysidro Health Center	1
Serjops Health	1
Snap Mail	1
Somali Bantu Association of America	1
South Bay Community Services	1
Southern Indian Health Council Inc	1
Tri City Medical Center	1
TrueCare	1
Visitation Care Consultants	1
El Sol NEC	0
J11 Orange County	0
Access to Independence of San Diego Inc	0
Advocates 4 Medi-Cal Assistance	0
AHF HEALTHCARE CENTERS	0
Alidos Santa Rosa Community Health Centers	0
Alpha Luffs	0
Alvarado Hospital LLC	0
Avara Healthcare Center	0
Borrego Community Health Foundation	0
Borrego Health	0
Burdius Tai Chi Medical Foundation	0
Catie Manor Nursing and Rehabilitation Center	0
Catholic Charities of Los Angeles	0
Catholic Charities of Orange County	0
CCC Health Services Department	0
Center for Healthy Communities	0
CHOC	0
Coalition of Orange County Community Health Centers	0
Code for America	0
Community Care Center	0
Community Health Systems, Inc. - Moreno Valley	0
Community Research Foundation Senior Impact	0
CompSpec Inc	0
Conifer Health Solutions	0
CDP	0
Cottage Health System	0
DMH - Office of the Public Guardian	0
Duos Living Inc	0
Elevate Patient Financial Solutions	0
Elevate PFS	0
Everest Hospice	0
Family Health Centers of San Diego - Sheriff's	0
Feeding San Diego	0
Financial Security Designs	0
FINO Food Bank	0
Gary and Mary West Pace	0
GETX HEALTH	0
Golden Valley Health Center	0
HAS	0
HERALD CHRISTIAN HEALTH CENTER	0
Home Start CalFresh Grant	0
Hospital Association of Southern California	0
Immigration Center for Women and Children	0
Imperial Beach Community Clinic	0
Isia Vista Youth Projects dba LEAP	0
Janeth Family Service	0
Julian Pathways Inc	0
Korean Community Services	0
Libertarian Home Health	0
Los Angeles County CSC B	0
Marin City Health and Wellness	0
Medi-Cal Regulation Specialists	0
Ministerios Betanda	0
MiraCosta College	0
Mountain Shadows	0
National Care Advisors	0
Neighborhood Health Insurance Center	0
NEMS	0
Office of the Federal Public Defender	0
Packard Senior Services	0
Palomar Health	0
Paradise Valley Health	0
Paradise Valley Healthcare Center	0
Parallon	0
Park Avenue Healthcare Center	0
Pineridge Healthcare Center	0
Providence Health & Services	0
Reverend Hope For Refugees	0
Revue Pathway	0
Rolling Start, Inc	0
Saint John's Community Health	0
San Diegoans for Healthcare Coverage	0
San Diego Family Care	0
San Diego Freedom Ranch	0
San Diego Post Acute	0
San Diego Regional Center	0
San Diego Unified School District	0
San Francisco Prerival Diversion Project	0
San Ysidro Health	0
Santa Barbara County Education Office	0
St Vincent de Paul Village	0
St. Louis Resource Services	0
St. Paul's PLACE	0
Stepping Stone of San Diego	0
TEBI Inc	0
The Light for Seniors	0
Third Avenue Charitable Organization	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
Visita Community Clinic The Gary Center	0
Visita Knoll Specialized Care	0
Window Health Care SPM Management Company LLC	0
Total	410

GR Referrals	Total
211 San Diego	99
Family Health Centers of San Diego	34
Indian Health Council Inc	34
Mental Health Systems TURN - Alana Wellness Center	26
La Maestra Community Health Centers	25
Casa Familiar	20
Maklister Institute South Bay Regional Recovery	15
Community Research Foundation	14
Escondido Comprehensive Treatment Center	11
Capitola Comprehensive Treatment Center	10
Healthcare in Action - San Diego	10
Shoreline Community Services	8
Center Star ACT	7
Metro Community Ministries Inc	7
Visita Hill Foundation - SmartCare	7
World Relief Social	7
Aid Finders	6
Mental Health Systems TURN BHS Action Central	6
Shura Health	6
Bonita Family Resource Center	4
Chula Vista Community Collaborative	4
Interfaith Community Services	4
Transfrontas	4
Bayside Community Center	3
Catholic Charities Diocese of San Diego	3
Safe Connections	3
CA Department of State Hospitals	2
Catholic Charities Diocese of San Diego - Homeless Services	2
Deaf Community Services of San Diego	2
Downtown Impact	2
UCSD Medical Center	2
Visita Community Clinic	2
Alpha Project for the Homeless	1
Catholic Charities San Diego	1
Change Lanes Youth Support Services	1
Community Resource Center	1
Jackson House Temecula	1
K Street Farm	1
MedData	1
Neighborhood Health Care	1
Neighborhood Healthcare	1
Par Equality Center	1
Rady Childrens Hospital	1
San Diego Food Bank	1
San Ysidro Health Center	1
Serjops Health	1
Snap Mail	1
Somali Bantu Association of America	1
South Bay Community Services	1
Southern Indian Health Council Inc	1
Tri City Medical Center	1
TrueCare	1
Visitation Care Consultants	1
El Sol NEC	0
J11 Orange County	0
Access to Independence of San Diego Inc	0
Advocates 4 Medi-Cal Assistance	0
AHF HEALTHCARE CENTERS	0
Alidos Santa Rosa Community Health Centers	0
Alpha Luffs	0
Alvarado Hospital LLC	0
Avara Healthcare Center	0
Borrego Community Health Foundation	0
Borrego Health	0
Burdius Tai Chi Medical Foundation	0
Catie Manor Nursing and Rehabilitation Center	0
Catholic Charities of Los Angeles	0
Catholic Charities of Orange County	0
CCC Health Services Department	0
Center for Healthy Communities	0
CHOC	0
Coalition of Orange County Community Health Centers	0
Code for America	0
Community Care Center	0
Community Health Systems, Inc. - Moreno Valley	0
Community Research Foundation Senior Impact	0
CompSpec Inc	0
Conifer Health Solutions	0
CDP	0
Cottage Health System	0
DMH - Office of the Public Guardian	0
Duos Living Inc	0
Elevate Patient Financial Solutions	0
Elevate PFS	0
Everest Hospice	0
Family Health Centers of San Diego - Sheriff's	0
Feeding San Diego	0
Financial Security Designs	0
FINO Food Bank	0
Gary and Mary West Pace	0
GETX HEALTH	0
Golden Valley Health Center	0
HAS	0
HERALD CHRISTIAN HEALTH CENTER	0
Home Start CalFresh Grant	0
Hospital Association of Southern California	0
Immigration Center for Women and Children	0
Imperial Beach Community Clinic	0
Isia Vista Youth Projects dba LEAP	0
Janeth Family Service	0
Julian Pathways Inc	0
Korean Community Services	0
Libertarian Home Health	0
Los Angeles County CSC B	0
Marin City Health and Wellness	0
Medi-Cal Regulation Specialists	0
Ministerios Betanda	0
MiraCosta College	0
Mountain Shadows	0
National Care Advisors	0
Neighborhood Health Insurance Center	0
NEMS	0
Office of the Federal Public Defender	0
Packard Senior Services	0
Palomar Health	0
Paradise Valley Health	0
Paradise Valley Healthcare Center	0
Parallon	0
Park Avenue Healthcare Center	0
Pineridge Healthcare Center	0
Providence Health & Services	0
Reverend Hope For Refugees	0
Revue Pathway	0
Rolling Start, Inc	0
Saint John's Community Health	0
San Diegoans for Healthcare Coverage	0
San Diego Family Care	0
San Diego Freedom Ranch	0
San Diego Post Acute	0
San Diego Regional Center	0
San Diego Unified School District	0
San Francisco Prerival Diversion Project	0
San Ysidro Health	0
Santa Barbara County Education Office	0
St Vincent de Paul Village	0
St. Louis Resource Services	0
St. Paul's PLACE	0
Stepping Stone of San Diego	0
TEBI Inc	0
The Light for Seniors	0
Third Avenue Charitable Organization	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
Visita Community Clinic The Gary Center	0
Visita Knoll Specialized Care	0
Window Health Care SPM Management Company LLC	0



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

Month	CalFresh Disposition Cases	Denied CalFresh	% of Denied CalFresh	FTP Denials	% of FTP Denials
03/2022	19,689	7,278	36.96%	5,551	76.27%
04/2022	18,621	7,346	39.45%	5,833	79.40%
05/2022	18,048	6,914	38.31%	5,453	78.87%
06/2022	18,966	7,543	39.77%	5,728	75.94%
07/2022	18,832	7,825	41.55%	6,130	78.34%
08/2022	21,263	9,246	43.48%	7,170	77.55%
09/2022	21,115	9,460	44.80%	7,885	83.35%
10/2022	22,443	9,891	44.07%	7,905	79.92%
11/2022	20,679	9,544	46.15%	8,027	84.11%
12/2022	20,969	9,258	44.15%	7,539	81.43%
01/2023	19,525	8,483	43.45%	7,032	82.90%
02/2023	19,810	9,040	45.63%	7,543	83.44%
03/2023	21,709	9,829	45.28%	8,076	82.17%
04/2023	18,834	8,310	44.12%	6,806	81.90%
05/2023	19,916	8,818	44.28%	7,284	82.60%
06/2023	19,089	8,379	43.89%	6,816	81.35%
07/2023	17,504	9,136	52.19%	4,147	45.39%
08/2023	22,677	11,683	51.52%	5,232	44.78%
09/2023	20,962	10,946	52.22%	5,033	45.98%
10/2023	23,550	11,830	50.23%	5,300	44.80%
11/2023	22,144	11,563	52.22%	5,586	48.31%
12/2023	19,694	9,537	48.43%	4,529	47.49%
01/2024	19,711	9,211	46.73%	3,963	43.02%
02/2024	21,928	10,794	49.22%	5,208	48.25%
03/2024	21,780	10,415	47.82%	4,733	45.44%
04/2024	19,101	9,466	49.56%	4,579	48.37%
05/2024	19,490	9,808	50.32%	2,533	25.83%
06/2024	17,291	8,634	49.93%	2,101	24.33%





Monthly Medi-Cal Renewal Report

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

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

Medi-Cal Renewals	Data as of 6/30				Data as of 7/31				Data as of 8/31	
	Jun-24	%	Jun-24	%	Jul-24	%	Jul-24	%	Aug-24	%
Total Medi-Cal Renewals Due	38,857	100%	38,857	100%	33,032	100%	33,032	100%	33,538	100%
Total Medi-Cal Renewals Auto Renewed	17,523	45%	17,523	45%	14,729	45%	14,729	45%	15,151	45%
Total Medi-Cal Renewals Renewed via Combo Case*	8,882	23%	14,924	38%	8,371	25%	9,298	28%	8,850	26%
Total Medi-Cal Renewal Packets Mailed	11,784	30%	11,784	30%	9,438	29%	9,438	30%	9,149	27%
Packets Received, Not Yet Processed	974	3%	3,574	9%	863	3%	2,404	7%	337	1%
Total Medi-Cal Renewals Completed	26,405	68%	32,447	84%	23,100	70%	24,027	73%	24,001	72%
Total Medi-Cal Renewals Pending Receipt	11,478	30%	2,836	7%	9,069	27%	6,601	20%	9,200	27%

Source: Daily RRR Status Report
 *Combo: Medi-Cal With Active CF/GR/CW
 Report Date: 07/01/2024



Months	Count of Case Number
Jun-23	7,731
Jul-23	2,630
Aug-23	10,842
Sep-23	8,989
Oct-23	10,088
Nov-23	10,268
Dec-23	7,829
Jan-24	6,419
Feb-24	8,619
Mar-24	9,437
Apr-24	10,089
May-24	14,140
Jun-24	11,992
Grand Total	119,073

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