

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

MEETING NOTICE: In Person

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

**Public Video Viewing/Comment Option:
<https://sdcounty-ca-gov.zoom.us/j/81914266397>**

**September 11, 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 August 14, 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 – 9:45 4. **Discussion Item:** SSAB Member Sharing, Comments, and Topics of Interest: All Social Services Advisory Board Members
- 9:45 – 10:15 5. **Presentation Item:** Update on the Leave No Veterans Homeless Initiative: Mathew Brown, Chief, Agency Operations; Homeless Solutions and Equitable Communities, Health and Human Services Agency (HHSA)
- 10:15 – 10:45 6. **Presentation Item:** CalWORKs System Improvement Plan: Patty Baker, Human Services Program Manager, Self-Sufficiency Services, Health and Human Services Agency (HHSA)
- 10:45 – 11:25 7. **Information Item:** Update on Public Assistance Programs, Waivers, Enrollment, Service Delivery, Data: Assmaa Elayyat, Deputy Director, Self-Sufficiency Services, Health and Human Services Agency (HHSA)
- 11:25 – 11:30 8. **Action Item:** Cancellation of the October 9, 2024 Social Services Advisory Board Meeting: All Social Services Advisory Board Members

ADJOURNMENT/ NEXT MEETING

Next regular meeting will be held on October 9, 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
SOCIAL SERVICES ADVISORY BOARD (SSAB)**

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

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

**SSAB Meeting Minutes
August 14, 2024**

Members Present

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

Members Absent

Carol Lewis

Staff Present

Rick Wanne, Director, Self-Sufficiency Services
Alberto Banuelos, HHSA
Assmaa Elayyat, HHSA
Jeannie Hufford, HHSA
Yenissa Salgado, HHSA
Janelle Jones-Phillips, HHSA
Claudia Gurrola, HHSA
Ismael Lopez, HHSA
Bianca Sosa-Graciano, HHSA
David Sagaz, HHSA
Patty Baker, HHSA
Ricardo Hernandez, HHSA
Emmanuel Molina, HHSA
Nina Olivas, HHSA

Guests

Kristen Golden Testa, The Children's Partnership
Jack Dailey, Legal Aid Society of San Diego
Adrian Carstens, 2-1-1 San Diego
Jessica Peter, 2-1-1 San Diego
Anae Evangelista, San Diego Hunger Coalition
Mauricio Medina, San Diego Hunger Coalition
Dawn Schultheis-Musselman, HHSA Staff
Mamie Alston-McCall, HHSA Staff
Eduardo Gaeta, HHSA Staff
Alexondria Harris, HHSA Staff
Kimberly Smith, HHSA Staff

1. Meeting called to order at 9:32 by Chair, Vino Pajanor.
2. The July 10, 2024 Meeting Minutes were approved, with all Board Members present voting yes.
3. Public Comments:
 - No public comment

4. **Discussion Item:** SSAB Member Sharing, Comments, and Topics of Interest: All Social Services Advisory Board Members. The Members engaged in conversations regarding topics and presentations they would like to hear more of, such as the homeless encampment ban, death rates and causes, and staffing issues at the County. They ultimately decided that for future meetings, this agenda item will remain at the top of the agenda for 5 minutes max.

A public comment was made by Mauricio Medina from the San Diego Hunger Coalition, expressing his concern that an open discussion might not lend itself to just full transparency, if an item is just brought up by a Board Member that leads to discussion. He also stated that he would want it to be agendaized, so it gives an opportunity for Community Based Organizations and members of the public to be aware of it, and then have the opportunity to review and gather thoughts ahead of time. Mr. Medina also added that there is a good opportunity to exercise the comments or discussions from Board Members in the non-agenda public comment section.

5. **Presentation Item:** Medi-Cal Call Center Wait Times, Statewide Survey: Kristen Golden Testa, Health Policy Director, The Children's Partnership. Ms. Testa provided an overview of The Children's Partnership advocacy organization and their objective to make the Medi-Cal program work for families, by commissioning WestGroup Research to survey county Medi-Cal call lines to understand enrollees' experience. She went over the steps of the Phase 1 Audits and Phase 2 Data Collection and displayed the findings of the top 10 high enrollment counties. The hold times of the Access Call Center in San Diego County were the shortest of all counties, at an average hold time of just under 1 minute.

A public comment was made by Jack Dailey from Legal Aid Society of San Diego, expressing that he is grateful to Kristen Golden Testa for coming to share this wonderful data that her group prepared, this monumental effort really to coordinate this in a way that is credible and can be shared and really modeled out across the State. He also shared that the push with DHCS is so important to make sure that all counties can benefit from the lessons that San Diego has implemented. Mr. Dailey also thanked Rick and the Self-Sufficiency team for their leadership, and for also sharing the monthly Eligibility by the Numbers Report for the past 12-13 years. He also stated that it's through that public sharing of information and the discussions that followed that, many of those discussions happened right here in this Advisory body in SSAB as well, expressing kudos to this group.

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 primarily focused on the various data reports, as there were no new program updates to share. From the Eligibility by the Numbers Report, she shared the County's record-breaking number over 400,000 CalFresh recipients, as well as the increasing number for CalWORKs recipients and slight decrease of Medi-Cal recipients compared to last year. Total recipients are reported at 1.4 million residents County wide, which is a third of our County's population.

ADJOURNMENT/SET NEXT MEETING:

The meeting was adjourned at 11:28 a.m. Next regular meeting will be held on September 11, 2024.

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

All Social Services Advisory Board Members



ITEM #5: UPDATE ON THE LEAVE NO VETERANS HOMELESS INITIATIVE

*Mathew Brown, Chief, Homeless Solutions and Equitable Communities
Health and Human Services Agency (HHSa)*



Department of Homeless Solutions and Equitable Communities
Office of Homeless Solutions



Led by County of San Diego,
Supported by dozens of
organizations

Founding Partners



Courage to Call

A PROGRAM OF
mhs MENTAL HEALTH SYSTEMS



SAN DIEGO
HOUSING
COMMISSION



VA



U.S. Department of Veterans Affairs

Veterans Health Administration
VA San Diego Healthcare System





ENDING VETERAN HOMELESSNESS

Achieving Functional Zero

LEAVE NO VETERAN HOMELESS

Lines of Effort

-  **COMMUNITY PARTNERSHIPS**
-  **DATA COLLECTION ANALYSIS AND REPORTING**
-  **HOUSING SOLUTIONS**
-  **SUPPORTIVE SERVICES**
-  **VETERAN HOMELESS OUTREACH**
-  **FUNDING**
-  **PREVENTION AND SUSTAINMENT**

DESIRED OUTCOMES



END STATE

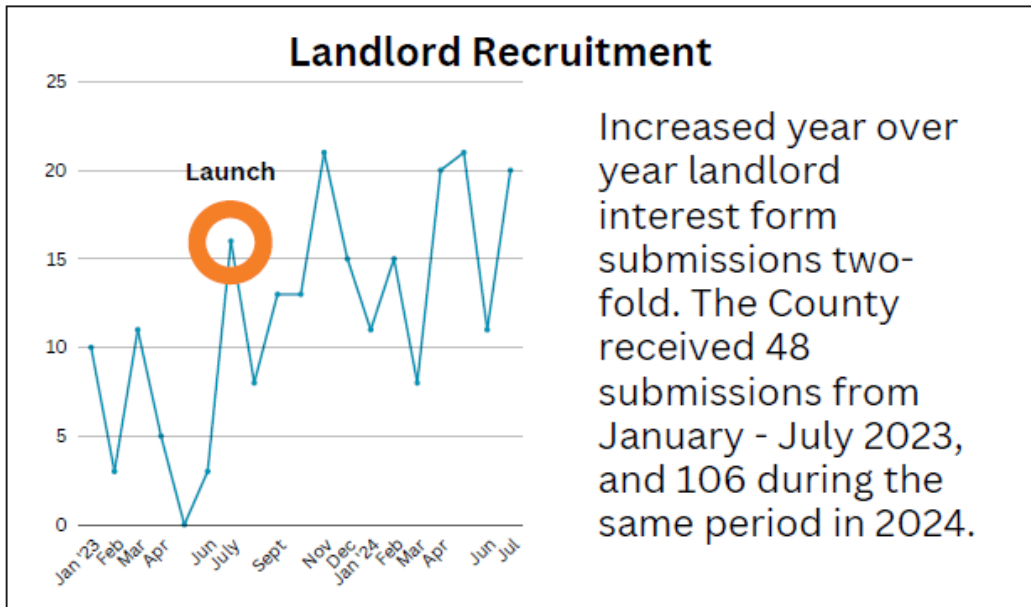
Functional Zero achieved for the County's Veteran homeless population

Functional Zero for Veteran homeless sustained over time

Successes and lessons learned applied to other homeless populations within and outside the region



Leave No Veteran Homeless



1,022*

Veterans housed since July 2023
*Number indicates each housing instance

Created first ever Landlord Hub at Veterans Village of San Diego Stand Down to connect with landlords.



@SDCountyHHSA

32 Social Media Posts/CNC articles

30,300+ Impressions



Outreach

Events/ Newsletters: 42

Four Messaging Campaigns
Total Impressions: 647,000+

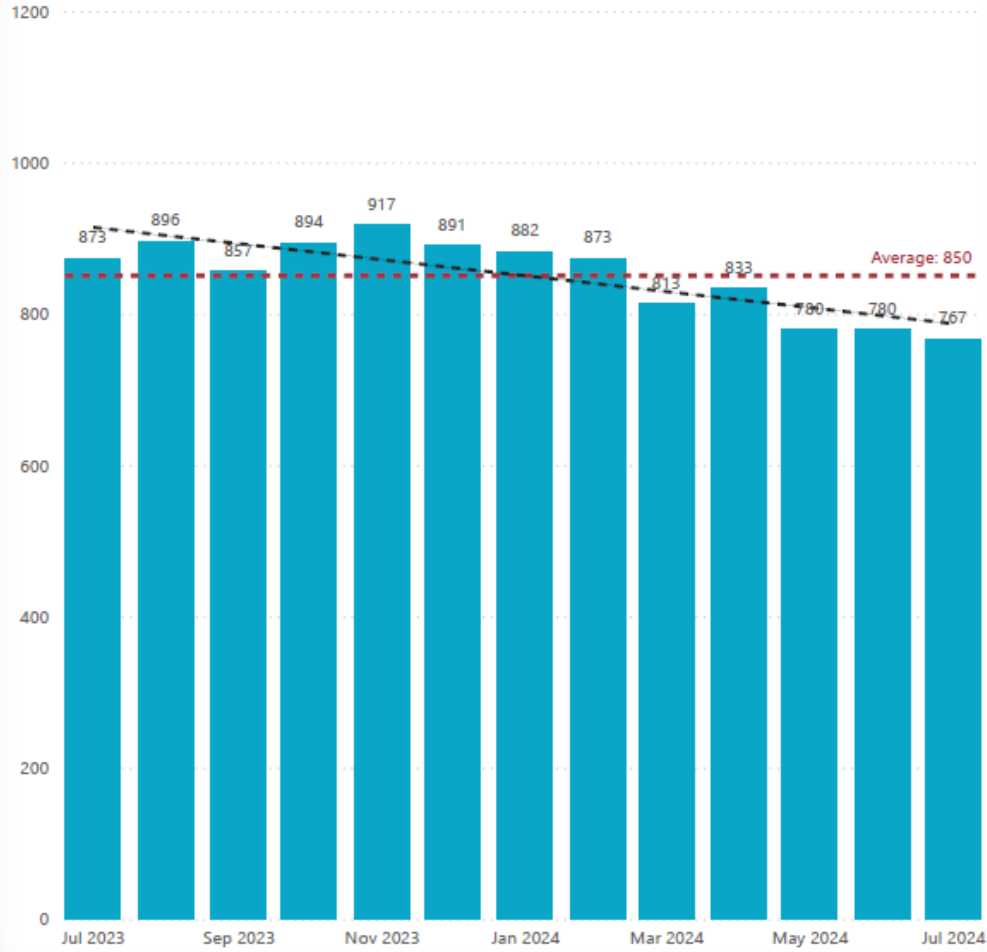


1,022*

Veterans housed since July 2023

*Number indicates each housing instance

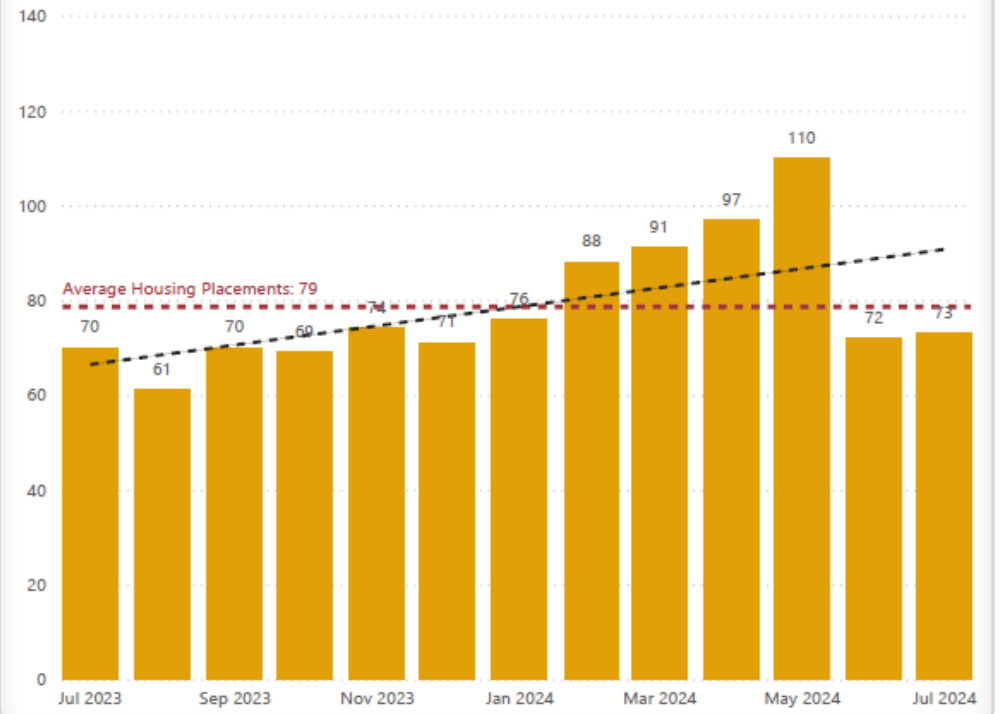
Active Number by Reporting Month - 2023-2024



Cumulative Housing Placements since 7/2023

1,022

Housing Placements by Reporting Month - 2023-2024



Definitions

Active: Single Adult Veterans, age 25 and older who are experiencing homelessness in San Diego County.

Needs

- Affordable Housing - Landlords
- Employers
- Community Outreach
- Contribute to the Flexible Housing Pool
- [Share NoVeteranHomeless.org](http://NoVeteranHomeless.org)



WILL YOU
JOIN US?



LIVE WELL
SAN DIEGO

ITEM #6: CALWORKS SYSTEM IMPROVEMENT PLAN

*Patty Baker, Human Services Program Manager, Self-Sufficiency Services
Health and Human Services Agency (HHS)*



**CalWORKs
(Cal-OAR)
Outcomes and Accountability
Review
(Cal-SIP)
CalWORKs Self Improvement Plan**

SSAB

09/11/2024



CalWORKs Background



- In 1997, the Personal Responsibility and Work Opportunity Reconciliation Act of 1996 (PRWORA), also referred to as Welfare Reform, replaced the Aid to Families with Dependent Children (AFDC) program with the Temporary Assistance for Needy Families (TANF) program
- The Federal government provides a block grant to states to operate their own TANF programs and states are responsible for administering the program – including determining eligibility for cash benefits and services

CalWORKs Background (continued)



- California's TANF program was created in 1996 and titled The California Work Opportunity and Responsibility to Kids (CalWORKs) program
- The purpose of CalWORKs is to provide equitable access to the services, resources and opportunities families need to increase resilience, achieve economic mobility, and break the cycle of poverty

CalWORKs Background (continued)



- CalWORKs provides cash aid, employment case management services and child care services to eligible families with minor children
- The program is designed to assist low income families in meeting their basic needs as they move towards self-sufficiency through employment
- In San Diego County, the CalWORKs program assists approximately 51,591 customers of which 37,572 are children (August 2024 data)

Employment Services (ES)



- Employment Services (ES) case management, formerly known as Welfare to Work, is the employment and training component of the CalWORKs program
- CalWORKs parents are required to participate in ES activities unless deemed exempt from the program

Employment Services (continued)



- ES provides families with multiple avenues to obtain opportunities to move toward self sufficiency
- In San Diego County, the ES program currently assists approximately 13,425 parents (August 2024 data)

Employment Services (continued)



- Some of the supports offered to ES parents include:
 - Acquiring or enhancing skills to obtain/retain employment
 - Locating available job opportunities and resume building
 - Identifying on the job training through the Expanded Subsidized Program
 - Attending school – including English as a Second Language (ESL) – GEDs and higher education (college)
 - Removing barriers to employment

- To support with successful participation, ES provides assistance with supportive services such as:
 - Transportation (bus passes for public transportation, mileage reimbursement, parking permits); ancillary payments (work clothing, diaper payments, books for school, tools) and child care
 - Case management and barrier removal services (one on one support, counseling for substance use disorders, behavioral health, housing services)

Cal-OAR Background



- Established by Senate Bill (SB) 89 (Statutes of 2017) as [Welfare and Institutions Code \(WIC\) 11523](#)
- Cal-OAR is the State's CalWORKs Outcomes and Accountability Review
- Cal-OAR institutes a local data-driven program management system that facilitates continuous improvement of county CalWORKs programs by collecting, analyzing, and disseminating outcomes and best practices regarding specified performance measures

Cal-OAR Background (continued)



- To develop the Cal-OAR principles, the California Department of Social Services (CDSS) convened workgroups composed of various stakeholders, including current and former CalWORKs recipients, representatives from county human services agencies, and statewide advocates
- The Cal-OAR workgroups developed recommendations for the Cal-OAR components/measures and the work plan by which Cal-OAR would be conducted in California

Cal-OAR Purpose & Structure



- The purpose of Cal-OAR is to promote continuous quality improvement (CQI) and customer engagement in county CalWORKs programs
- The Cal-OAR process is structured into 5-year cycles
- Following an implementation delay from July 2020 through June 2021 due to the COVID pandemic, the first Cal-OAR cycle began on July 01, 2021, and ends on June 30, 2026

Cal-OAR Components Overview



- Cal-OAR is comprised of 6 components
 1. Performance Measures data
 2. The CalWORKs County Self-Assessment (Cal-CSA)
 3. Planning for the System Improvement Plan
 4. The CalWORKs System Improvement Plan (Cal-SIP)
 5. Implement and evaluate Cal-SIP strategies
 6. Provide progress reports to the State

Components Overview (continued)



- The Cal-OAR components reflect the CalWORKs Continuous Quality Improvement (Cal-CQI) Process of planning, analysis, implementation and evaluation
- Cal-CQI includes an in-depth self-assessment of the county CalWORKs program, development of a plan to improve the county CalWORKs program, implementation of the improvement plan, and progress updates. Each component is a multi-step process and includes certain reporting requirements.

#1 – Performance Measures



- A requirement of Cal-OAR is to include process and outcome performance measures within specified categories developed by CDSS in consultation with the Cal-OAR Workgroup
- There are a total of 26 performance measures
- The Cal-OAR performance measures provide counties with a data-based, comprehensive view of their CalWORKs program's outcomes to enable in-depth analyses and strategic planning for program improvement

#1 - Performance Measures (continued)



- During the first cycle of Cal-OAR 6 performance measures will be reviewed:
 - Initial Engagement
 - Ongoing Engagement
 - Supportive Services
 - Education
 - Employment and Wages
 - Exits and Re-entries
- Cal-OAR performance measures align with the CalWORKs logic model and emphasize CalWORKs ES activities that lead to meaningful participant progress toward key outcomes, including participant engagement, supportive services, and program exits and reentries
- Data for Cal-OAR performance measures is pulled from various systems by CDSS, reported to counties monthly, then added to an Online Cal-OAR Data Dashboard

#2 - CalWORKs County Self-Assessment (Cal-CSA)



- The Cal-CSA identifies strengths and weaknesses of current practices and resource development, and considers how local operations and systemic factors affect program outcomes
- The Cal-CSA outlines the areas of improvement the county would like to focus on in their system improvement plan
- To develop the Cal-CSA, San Diego County reviewed performance measure data and utilized the San Diego County Access and Enrollment Assessment Report to identify strengths and weaknesses within our CalWORKs and ES programs

#3 – Planning for the CalWORKs Self Improvement Plan (Cal-SIP)



- Creation of a System Improvement Plan is the next step of the Cal-OAR process
- Counties are required to develop a CalWORKs System Improvement Plan (Cal-SIP) in consultation with a peer county
- The Cal-SIP identifies focus areas based on the Cal-CSA and describes how a county intends to improve their CalWORKs/Employment Services program outcomes in specified areas

#3 – Planning for the CalWORKs Self Improvement Plan (Cal-SIP)



- The peer review process focuses on the county's selected areas for improvement and provides additional insight and technical assistance
- During the peer review process, San Diego County partnered with Tulare County to work together to review the Cal-CSA reports and form strategies for improvement in the identified Cal-SIP focus area

#4 - Cal-SIP



- San Diego County selected the following performance measures to focus on for our Cal-SIP:
 1. Increase the Attendance Rate Regarding the First ES Activity
 - Our goal is to increase the attendance rate for parent participation in their first ES activities from 33% to 75% within 2 years for a total of a 42% improvement

#4 - Cal-SIP (continued)



2. Decrease the Rate of Program Reentries of ES Participants

- Our goal is to decrease the rate of program re-entries of ES participants into the CalWORKs program from 18% to 15% within 2 years for a total of a 3% improvement

#4 - Cal-SIP (continued)



3. Equity Goal Requirement

- San Diego County also included an Equity Goal in the Cal-SIP related to the 2nd targeted performance measure
- The Equity Goal is to ensure that the rate of program re-entries for Haitian/Creole language cases also decreases during the 2-year period

#5 – Implement and Evaluate



- Once the Cal-SIP is approved by the County Board of Supervisors, we will implement the following strategies:
 - Implement a warm handoff process to ES staff to engage non-responsive customers
 - Improve ES knowledge base of eligibility staff to serve as messengers of the benefits of the program
 - Increased monitoring of staff actions
 - Leverage existing partner relationships to encourage customer engagement and participation
 - Issue policy reminders to eligibility staff in regard to rescinding application denials and discontinuances
 - Continue discussion promoting ES during Policy Accuracy Review meetings
 - Issue reminders to staff on the various methods customers can utilize to submit documentation to prevent denials/discontinuances
 - Monitor Haitian/Creole cases to ensure intensive case management to prevent discontinuances
- Evaluation of outcomes will continuously be monitored through review of the performance measure data

#6 – Progress Report



- Counties will also complete annual progress reports regarding the status of their Cal-SIP
- The Progress Report process will include a continuation of the peer review process and completion of reports on the outcomes of the Cal-SIP
- The Cal-SIP Progress Report will describe the results of the improvement strategy implementation by sharing progress, successes, barriers and challenges, and adjustments to the improvement strategies

Next Steps



- San Diego County will seek approval on 12/10/24 from the County Board of Supervisors for the Cal-SIP Report
- Following Board of Supervisor approval, San Diego County will implement the Cal-SIP strategies we have identified
- Cal-SIP strategies will be continuously monitored for outcomes and re-adjustment if needed



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SAN DIEGO

Questions?

Patty Baker

Patty.baker@sdcounty.ca.gov

619 338-2321

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

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



CalFresh Overview

Program 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



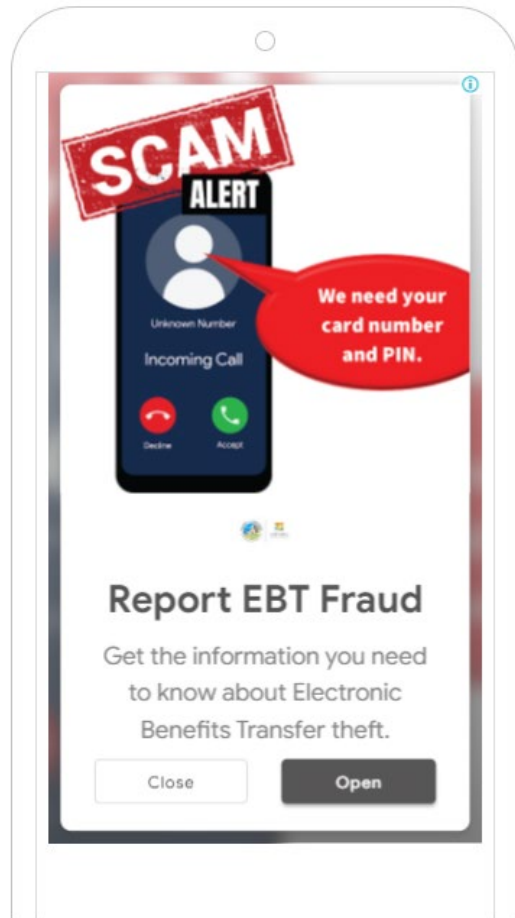
EBT Skimming and Scamming

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



A mobile advertisement for reporting EBT fraud. At the top, a red stamp with the word "SCAM" is placed over a black "ALERT" box. Below this is a graphic of a smartphone displaying an "Incoming Call" notification from an "Unknown Number". A red speech bubble points to the notification with the text "We need your card number and PIN." Below the phone graphic are small icons for "Decline" and "Accept". At the bottom of the ad, the text reads "Report EBT Fraud" followed by "Get the information you need to know about Electronic Benefits Transfer theft." There are "Close" and "Open" buttons at the very bottom.

SCAM ALERT

Unknown Number
Incoming Call

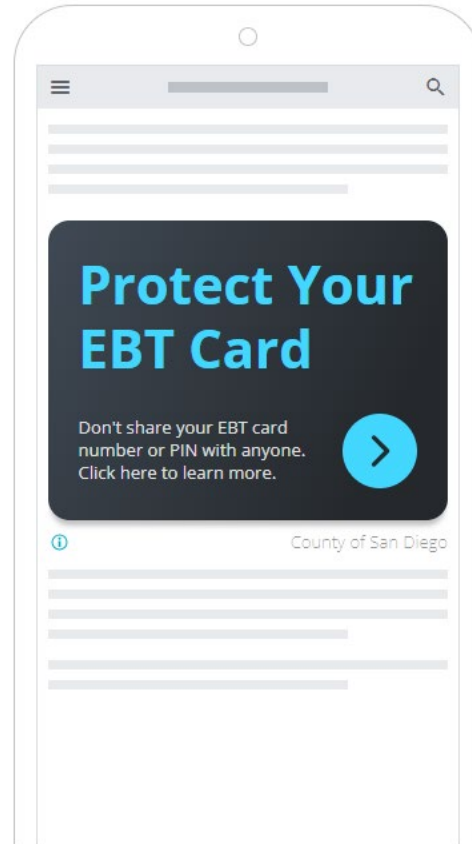
We need your card number and PIN.

Decline Accept

Report EBT Fraud

Get the information you need to know about Electronic Benefits Transfer theft.

Close Open

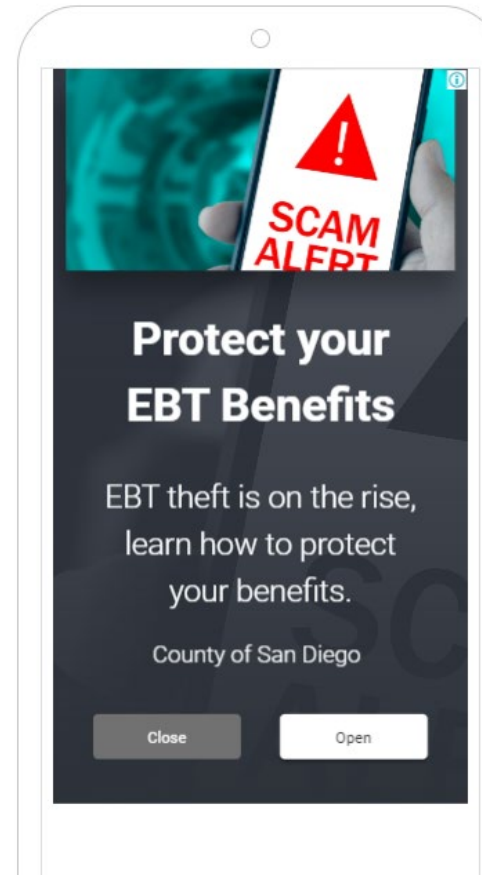


A mobile advertisement for protecting EBT cards. The background is dark with the text "Protect Your EBT Card" in large, light blue letters. Below this, it says "Don't share your EBT card number or PIN with anyone. Click here to learn more." with a blue arrow icon pointing right. At the bottom, it says "County of San Diego".

Protect Your EBT Card

Don't share your EBT card number or PIN with anyone. Click here to learn more.

County of San Diego



A mobile advertisement for protecting EBT benefits. The top features a hand holding a smartphone with a red warning triangle and the text "SCAM ALERT" overlaid on a background of US dollar bills. Below this, the text reads "Protect your EBT Benefits" and "EBT theft is on the rise, learn how to protect your benefits." followed by "County of San Diego". At the bottom, there are "Close" and "Open" buttons.

SCAM ALERT

Protect your EBT Benefits

EBT theft is on the rise, learn how to protect your benefits.

County of San Diego

Close Open



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



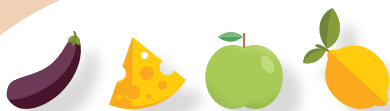
BenefitsCal

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



WE CAN HELP PROVIDE YOUR FAMILY WITH BETTER NUTRITION



YOU COULD QUALIFY FOR **CALFRESH** IF:
YOU HAVE A LOW OR FIXED INCOME.

If you have this many persons in your family, INCLUDING YOURSELF:	1	2	3	4	5	6	7
You may get CalFresh if your gross monthly income is less than:	\$2,430	\$3,288	\$4,144	\$5,000	\$5,858	\$6,714	\$7,570

HOW TO APPLY:

Call toll-free:
2-1-1

Online at
GetCalFresh.org



Online at
BenefitsCal.com




For steps to a healthier you, go to **EatFresh.org**



ITEM #8: CANCELTATION OF THE OCTOBER 9, 2024 SOCIAL SERVICES ADVISORY BOARD MEETING

All Social Services Advisory Board Members



MONTHLY UPDATES



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	08/29/2024- Passed:Senate amendments concurred in. To Engrossing and Enrollment. (ayes 76. Noes 0.).

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	08/15/2024: Active Bill- In Committee Process: 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	8/15/2024: Active Bill - In committee: Held under submission.
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	08/15/2024: Active Bill - In Committee Process: August 15 hearing: Held in committee and under submission.
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 name of this Bill is now Juveniles: care and treatment. It does not seem to be related to food assistance.	CalFresh	Support	08/31/2024: Active Bill - Passed - Senate amendments concurred in. To Engrossing and Enrolling (Ayes 71. Noes 0.).
AB 1239 - Incarcerated persons: Family Planning, Access, Care, and Treatment Program.	2/16/2023	The name of this bill has changed to Worker's Compensation: Disability payments. This bill would extend the authorization to deposit indemnity payments (Worker's compensation/disability payments) in a prepaid card account until January 1, 2027. This bill does not seem to affect any Social Services.		Support	08/30/2024: Active Bill - Passed - Senate amendments concurred in. To Engrossing and Enrolling. (Ayes 76. Noes 0.).

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	08/23/2024: Active Bill-Enrolled. Enrolled and presented to the Governor at 4pm.
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	08/31/2024: Active Bill - Passed. Assembly amendments concurred in. (Ayes 40. Noes 0.) Ordered to Engrossing and Enrolling.
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	08/15/2024: Active Bill - In Committee Process. In committee: Held under submission.
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	08/15/2024: Active Bill - In Committee Process. August 15 hearing: Held in committee and under submission.
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	08/29/2024: Active Bill-Passed- Senate amendments concurred in. To Engrossing and Enrolling. (Ayes 75. Noes. 0).
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	08/31/2024: Active Bill - Passed. Senate amendments concurred in. To Engrossing and Enrolling. (Ayes 75. Noes 0).

SB 333 - Homeless Pupils: California Success, Opportunity, and Academic Resilience (SOAR) Guaranteed Income Program	2/7/2023 (Amended 04/01/2024)	<p>This bill would require the State (California) Department of Social Services (CDSS) to establish the SOAR GIP. SOAR would provide homeless youth enrolled in public schools that are in grade 12 to receive \$1,000 per month for 5 months from April 1, 2025, to August 1, 2025, if they choose to enroll in SOAR. SOAR GIP income would be exempt as income and resources for determining eligibility to CalWORKs, Cash Assistance Program for Immigrants (CAPI), General Relief, and CalFresh.</p> <p>The bill would require the state department or agency that administers the programs to approve an exemption or waiver or to seek one from the federal government. If the state fails to receive the necessary federal exemption or waiver, the bill will authorize the State Department to consider alternatives to prevent adverse consequences for California SOAR GIP participants.</p>	CalWORKs/CAPI/GR/CalFresh /Medi-Cal	Active Support	08/15/2024: Active Bill - In Committee Process. August 15 hearing: Held in committee and under submission.
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	08/30/2024: Active Bill - Passed. Assembly amendments concurred in. (Ayes 40. Noes 0.) Ordered to Engrossing and Enrolling.
AB 2224 - Human Services: Special Immigrant Juvenile Status	2/7/2024	The bill has been amended to strike out the provision pertaining to human services and eligibility to public social and health care services for individuals who have filed a petition with USCIS for Special Immigrant Juvenile Statue (SIJS) or have received a judicial determination enabling them to file the petition for SIJS. The amendment inserts provisions pertaining to court orders and guardianship for individuals with SIJS. The bill no longer has any impact on CalFresh, CalWORKs, or Medi-Cal.	CalFresh/CalWORKs/Medi-Cal	Support	09/05/2024: Active Bill - Enrolled. Enrolled and presented to the Governor at 4pm.
SB 9 - Raising the Age for Extended Foster Care Pilot Program Act of 2023	12/5/2022	This bill would expand the dependency and jurisdiction of the juvenile court to the age of 22 years if the court finds that the NMD is experiencing homelessness or is at risk of homelessness (if not under the jurisdiction of the juvenile court). This bill would also expand the age limit for NMDs to be eligible for cash aid to the age of 22. The provisions of this bill would increase the number of customers who qualify for NMD CalWORKs aid.	CalWORKs	Support, if amended	6/27/2023: Active Bill - From committee: Do pass and re-refer to Com. on APPR. with recommendation: To consent calendar. (Ayes 11. Noes 0.) (June 27). Re-referred to Com. on APPR.
SB 85 - Immigration – Case Management and Social Services	1/13/2023	This bill would reallocate state funds in order to expand the Reception and Placement Program (commonly known as R&P in California) for refugees and asylees. The reallocated funding would allow recipients of the funding to provide an additional 90 days of state funded R&P case management services to refugees and asylees. Because San Diego is a refugee impacted county, San Diego RAs are likely to be eligible for the reallocation of funds from nonimpacted counties. There will be no additional funding allocated for this program extension and the funding will only be available subject to appropriation. As such, this bill would not impact Self-Sufficiency Services staffing or workload.	Self-Sufficiency Services HHSA	Watch	09/03/2024: Active Bill - Enrolled. Enrolled and presented to the Governor at 3pm.
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	09/03/2024: Active Bill - Enrolled. Enrolled and presented to the Governor at 3pm.
AB 310 - State Department of State Hospitals Civil Services Psychiatrists. (Formerly CalWORKs)	1/26/2023	This bill does not relate to CalWORKs anymore. Bill related now to the State Department of State Hospitals.	CalWORKs	Support, if amended	8/28/2024: Active Bill - Passed. Senate amendments concurred in. To Engrossing and Enrolling. (Ayes 74. Noes 2.).
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	08/15/2024: Active Bill - In Committee Process. In committee: Held under submission.

SB 491 - Public Social Services: County Departments	2/14/2023	This bill would require counties to develop and implement a program to ensure residents without a permanent mailing address have a place to receive and pick-up all government related (includes city, county, state, federal, and contracted agencies) mail. The bill does not provide detail on how it should be implemented.	CalWORKs/CAPI/GR/CalFresh /Medi-Cal	Watch	9/1/2023: Active Bill - September 1 hearing: Held in committee and under submission.
AB 2150 - Public Social Services: Higher Education	2/6/2024	This bill would require for the county Human Services agency to receive input from the basic needs director and coordinators from public institutions of higher education, and stakeholders to develop protocols for engagement between the county and the institutions of higher education. The California Department of Social Services (CDSS) is to consult, develop and facilitate a training to be available to basic needs directors, basic needs staff on campus as well as eligibility workers on topics related to student eligibility determination for public social services. CDSS would convene a quarterly workgroup with all 58 county higher education staff liaisons and basic needs director and coordinator and other professional staff from institutions of public higher education. CDSS would collaborate with the workgroup to discuss enrollment trends and identify barriers to enrollment but not limited to CalFresh, CalWORKs, Medi-Cal and State Disability Insurance (SDI). CDSS would provide technical assistance in response to any requests submitted by the county public higher education staff liaison.	CalFresh/CalWORKs/Medi-Cal/CAPI/General Relief	Support, if amended	05/16/2024: Active Bill - In Committee: Held under submission.
AB 2263 - The California Guaranteed Income Study and Funding Act	2/8/2024	This bill will establish the Guaranteed Income Study and Funding Act Coordinating Council that will consist of 6 appointees from specific departments. The bill will require the council to attain the following objectives: 1. Determine what administrative capacity, infrastructure and data sharing across state and local agencies are necessary to implement a long-term, permanent 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 automatically enroll qualifying individuals who meet the eligibility requirements to Supplemental Security Income/State Supplementary Payment (SSI/SSP) or Cash	CalWORKs, CalFresh, Medi-Cal, CAPI, GR	Watch	08/31/2024: Active Bill - Passed. Senate amendments concurred in. To Engrossing and Enrolling. (Ayes 51. Noes 12.).
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 automatically enroll qualifying individuals who meet the eligibility requirements to Supplemental Security Income/State Supplementary Payment (SSI/SSP) or Cash	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	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	04/25/2024: Active Bill - In Committee Process. 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	08/31/2024: Active Bill - Passed. Senate amendments concurred in. To Engrossing and Enrolling. (Ayes 72. Noes 0).
AB 2415 - Cash Assistance for Aged, Blind, and Disabled Immigrants	3/19/2024	This bill would extend eligibility to aged, blind, and disabled customers regardless of immigration status, provided they meet program criteria. It also exempts certain individuals from having to apply for SSI benefits to receive assistance. The bill's enactment is subject to funding, and it would increase county responsibilities, constituting a state-mandated local program.	CAPI	Support, if amended	05/16/2024: Active Bill - In Committee: Held under submission.
SB 1289 - Medi-Cal County Call Centers Data	2/15/2024	This bill requires The Department of Health Care Services (DHCS) to establish statewide minimum standards for county call center metrics including, but not limited to call volume, average wait times by language, call answer rate, call abandonment rate, maximum wait times, total handle time, disconnects, calls resolved by interactive voice response, callbacks, and calls disconnected during high-call-volume periods. These standards must match regular industry call center standards and be added to regulation by 7/1/2026. Counties would begin collecting and submitting the metrics starting 4/1/2025 (and each quarter thereafter) and the state will compile and publish a report with identified challenges and targets or standards for improvement publicly by 5/15/2025.	Medi-Cal	Watch	09/04/2024: Active Bill - Enrolled. Enrolled and presented to the Governor at 4pm.



ELIGIBILITY SERVICES BY THE NUMBERS...

September 2024 (Data Month: August 2024)

PARTICIPANTS

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

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

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

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

PROCESSING

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

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

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

Documents Imaged	
August 2024	FYTD
376,557	724,171

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

ACCESS CUSTOMER SERVICE CENTER

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

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

Emails Received	
August 2024	FYTD
2,987	5,572

FAMILY RESOURCE CENTER VISITS

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

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

Processing Timeliness Applications, Periodic Reports, and Renewals

CalFresh

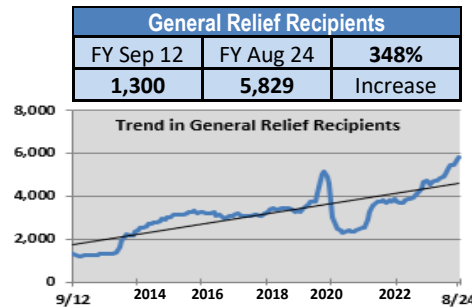
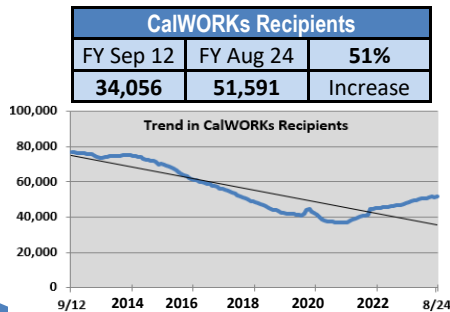
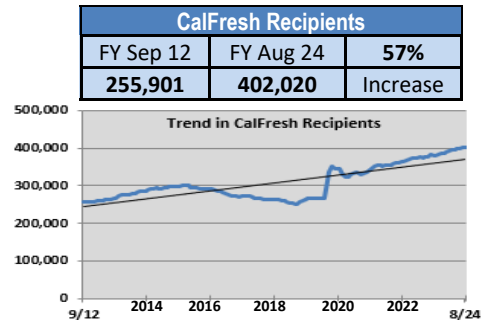
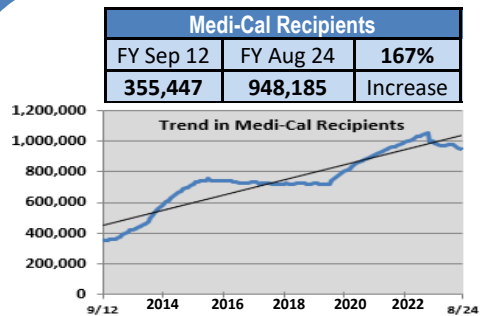
- Regular Applications: State required days to disposition = 30 Days
 - San Diego = 19 Days
- Expedited Applications: State required days to disposition = 3 Days
 - San Diego = 2 Days
- Semi-Annual Reporting Timeliness = 96%
- Annual Renewal Timeliness = 90%

CalWORKs

- Regular Applications: State required days to disposition = 45 Days
 - San Diego = 17 Days
- Immediate Need: State required days to disposition = 1 Day
 - San Diego = 1 Day
- Semi-Annual Reporting Timeliness = 98%
- Annual Renewal Timeliness = 89%

Medi-Cal

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



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

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

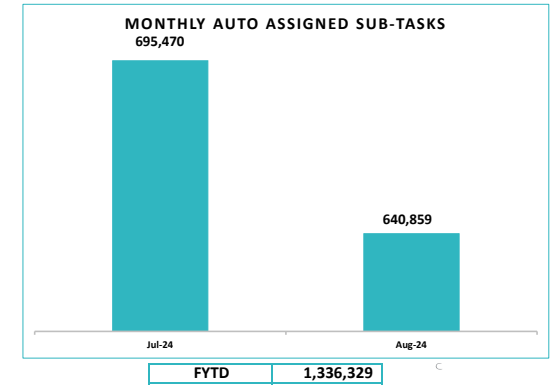
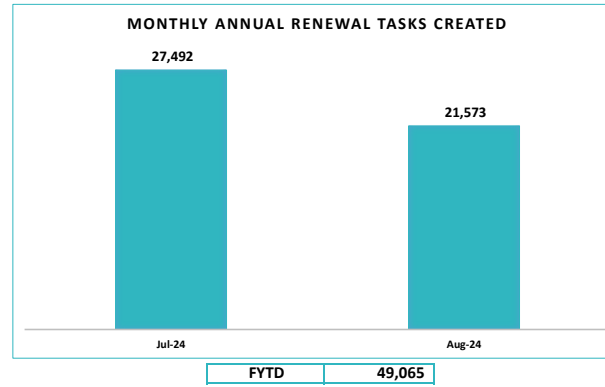
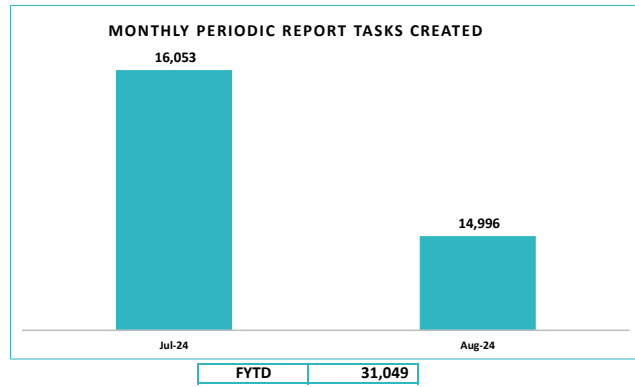
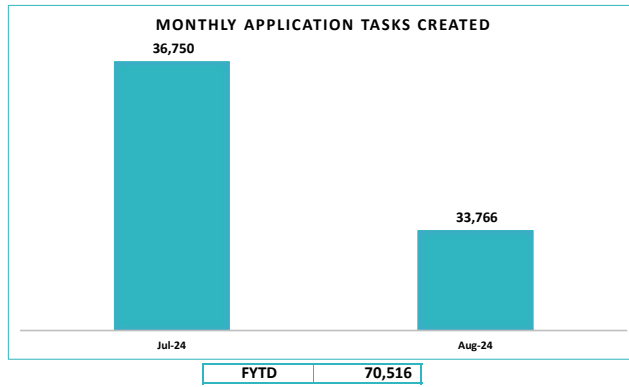
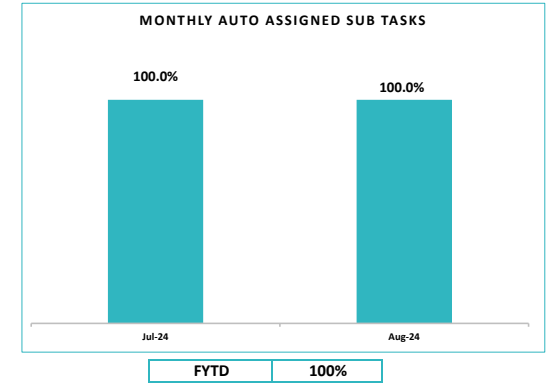
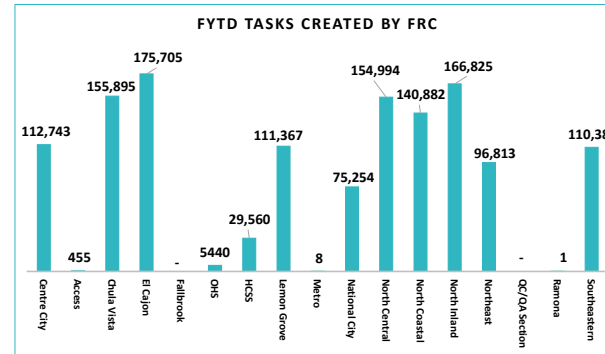
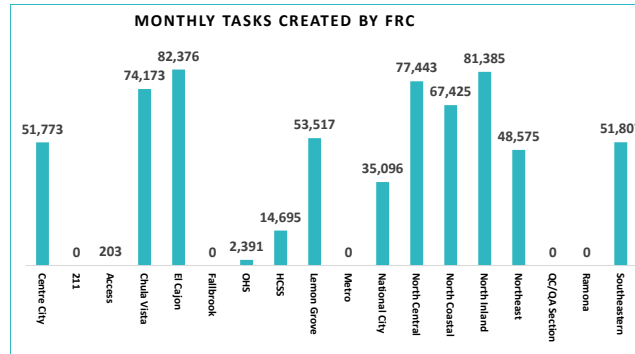
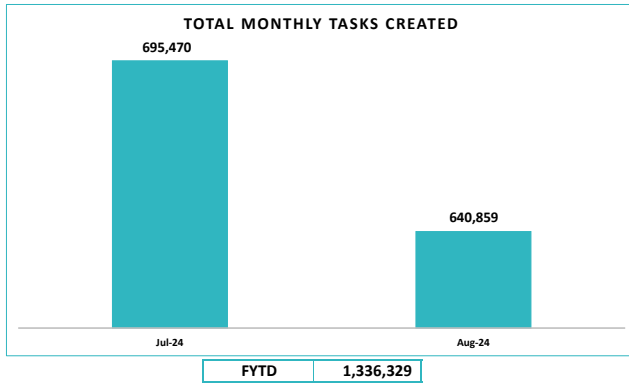
* New data metrics as of 10/2023

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

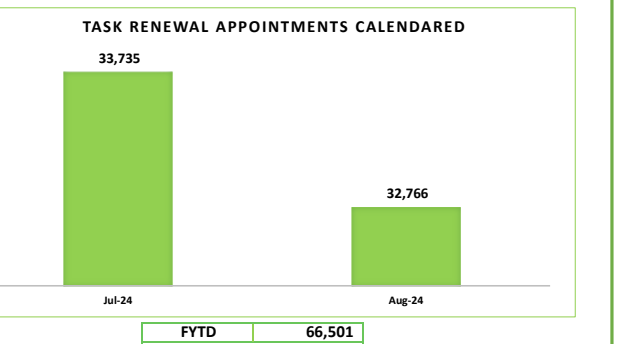
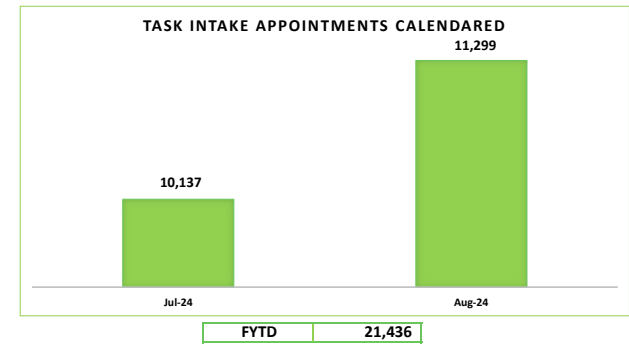
San Diego County

Data Month : August 2024

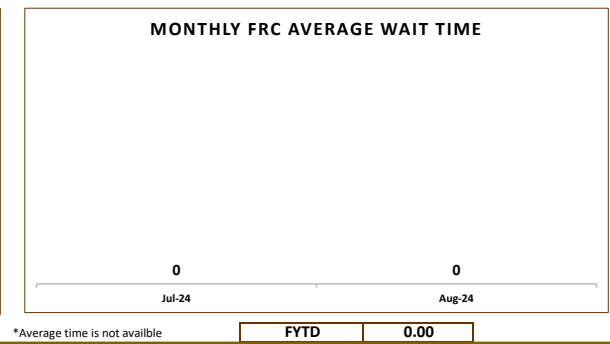
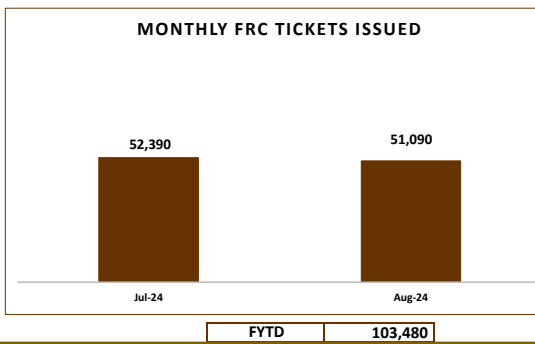
CalSAWS Tasks Created

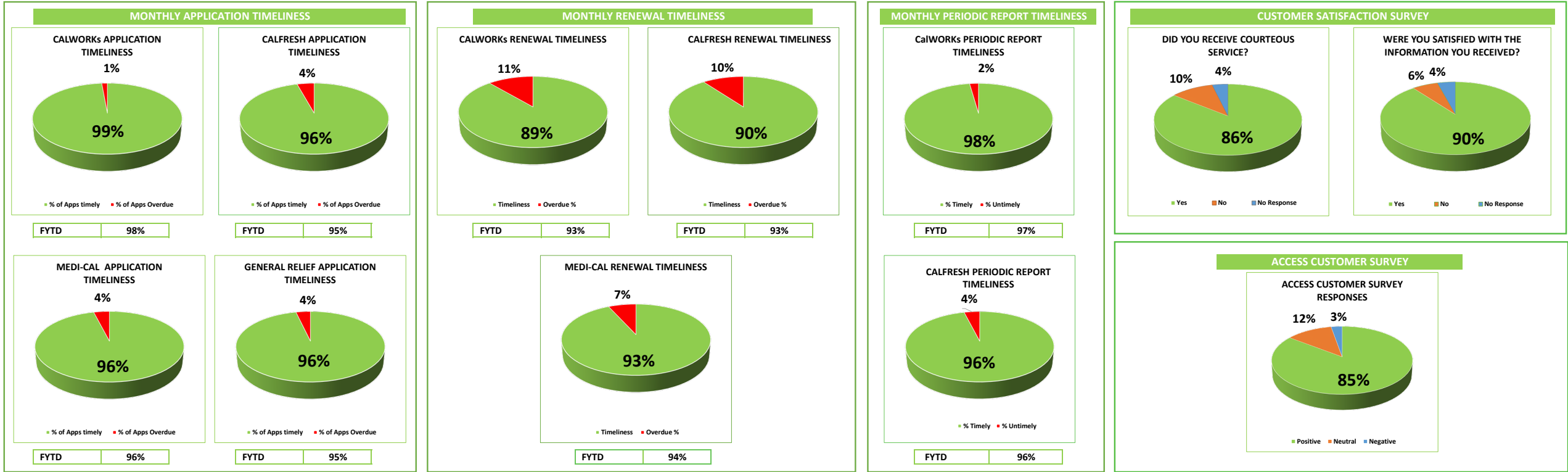


MONTHLY CALSAWS CALENDARED APPOINTMENTS

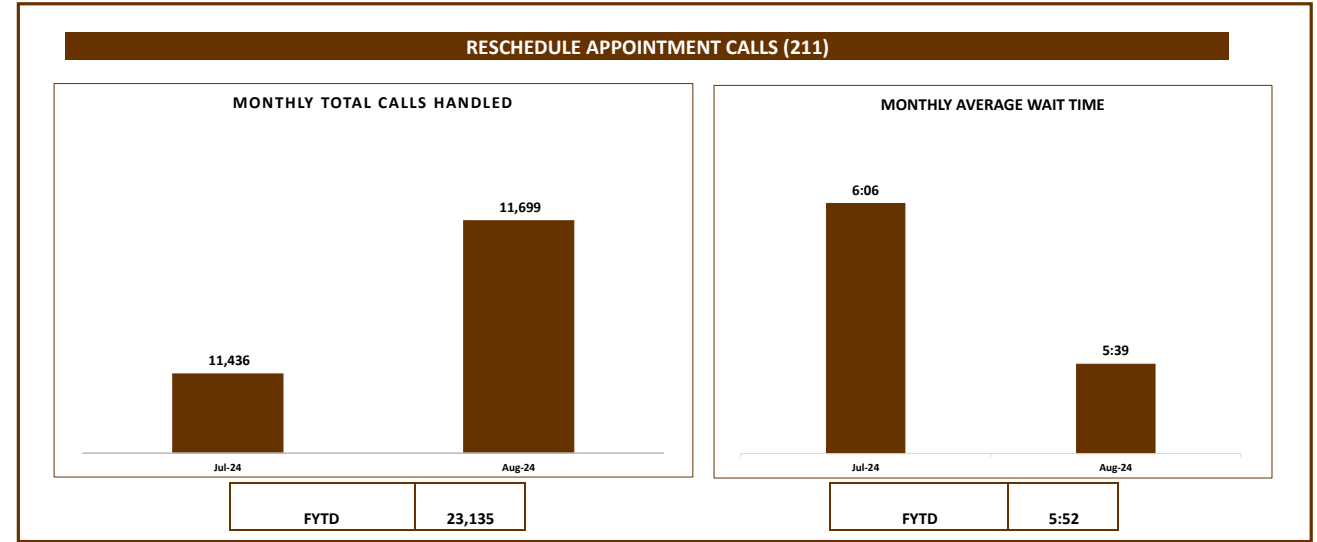
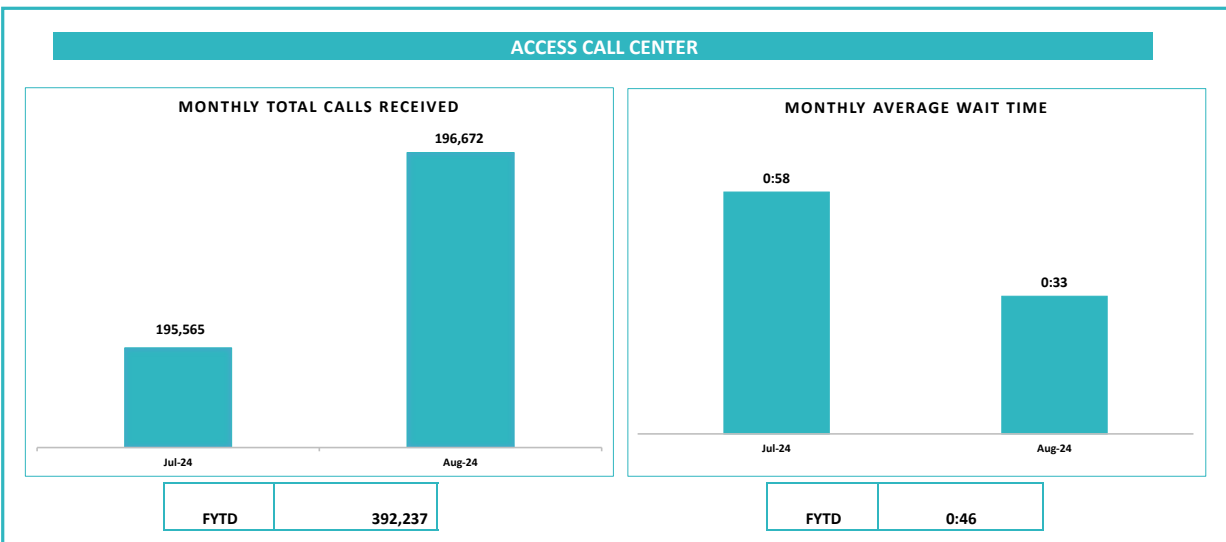


LOBBY MANAGEMENT





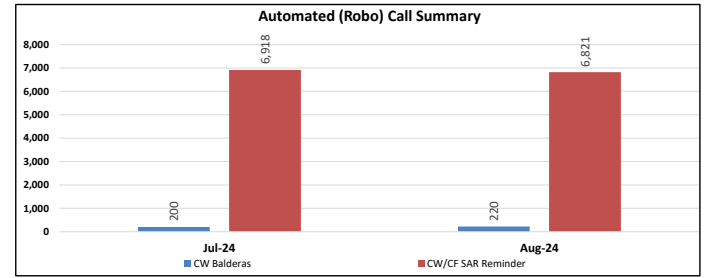
ACCESS CALL CENTER



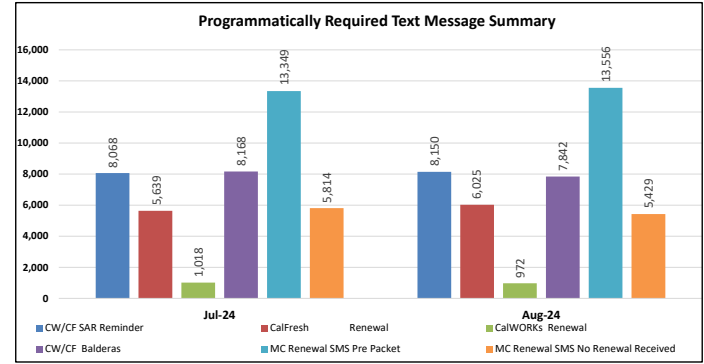


Monthly Robo-Calls & Text Messaging Report FY 2024/2025

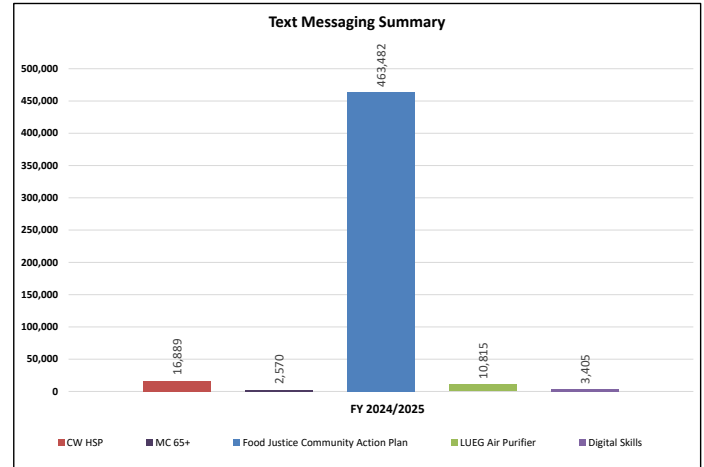
Automated (Robo) Call Summary	Program		
Month	CW/CF SAR Reminder	CW Balderas	Grand Total
July 2024	6,918	200	7,118
August 2024	6,821	220	7,041
September 2024			
October 2024			
November 2024			
December 2024			
January 2025			
February 2025			
March 2025			
April 2025			
May 2025			
June 2025			
Grand Total	13,739	420	14,159



Text Messaging Summary	Program							
Month	CW/CF SAR Reminder	CW/CF Balderas	CalFresh Renewal	CalWORKs Renewal	MC Renewal SMS Pre Packet	MC Renewal SMS No Renewal Received	Other	Grand Total
July 2024	8,068	8,168	5,639	1,018	13,349	5,814	18,205	60,261
August 2024	8,150	7,842	6,025	972	13,556	5,429	478,956	520,930
September 2024								
October 2024								
November 2024								
December 2024								
January 2025								
February 2025								
March 2025								
April 2025								
May 2025								
June 2025								
Grand Total	16,218	16,010	11,664	1,990	26,905	11,243	497,161	581,191



Text Messaging Summary	Special Campaign					
Month	CW HSP	MC 65+	Food Justice Community Action Plan	LUEG Air Purifier	Digital Skills	Grand Total
July 2024	16,889	1,316				18,205
August 2024		1,254	463,482	10,815	3,405	478,956
September 2024						
October 2024						
November 2024						
December 2024						
January 2025						
February 2025						
March 2025						
April 2025						
May 2025						
June 2025						
Grand Total	16,889	2,570	463,482	10,815	3,405	497,161



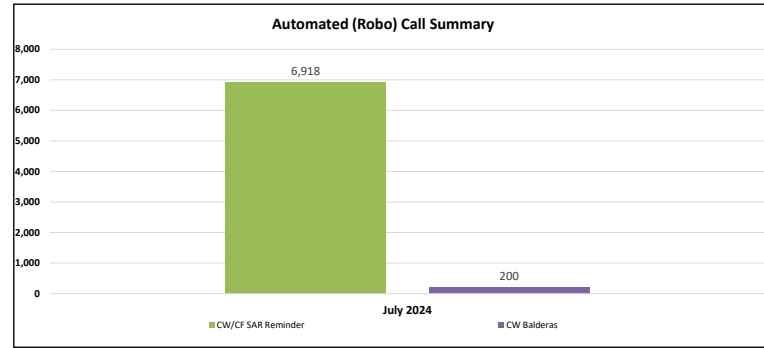
*Note: Robo Calls have been temporarily suspended in all circumstances except for CalWORKs and CalFresh Balderas call notifications. In lieu of this, all former Robo Call recipients were reprogrammed to receive text message notifications to alert them of any upcoming case actions.

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

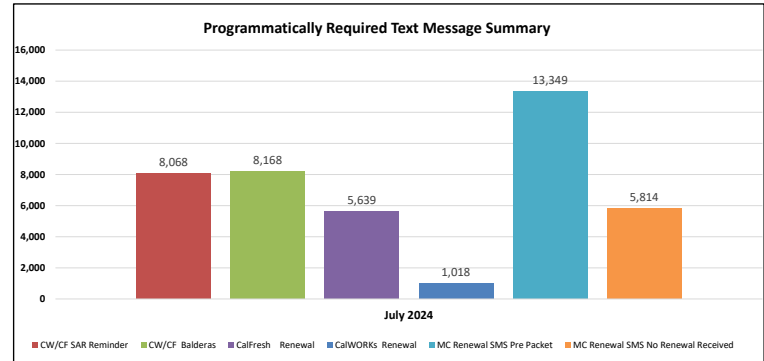
Effective 12/2020, Access is no longer doing the Monthly Consent Text Messaging RRR Campaign, nor mailing CF Packets.

July 2024

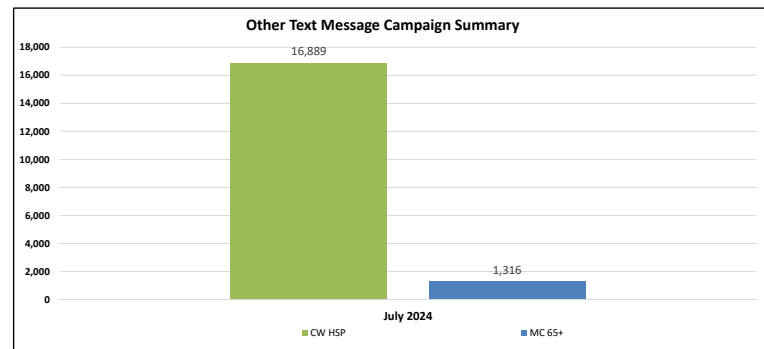
Automated (Robo) Call Summary	Program		
Month	CW/CF SAR Reminder	CW Balderas	Grand Total
July 2024	6,918	200	7,118
Grand Total	6,918	200	7,118



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



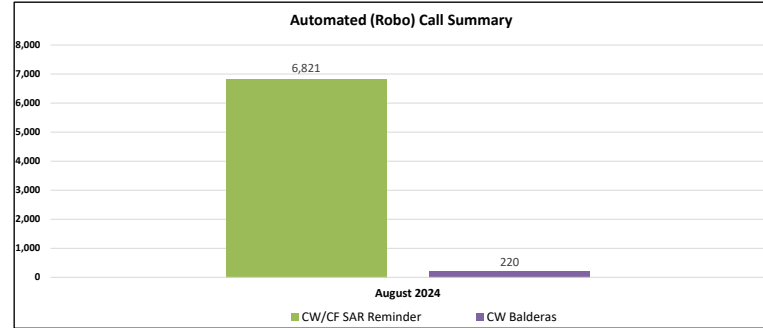
Text Messaging Summary	Special Campaign		
Month	CW HSP	MC 65+	Grand Total
July 2024	16,889	1,316	18,205
Grand Total	16,889	1,316	18,205



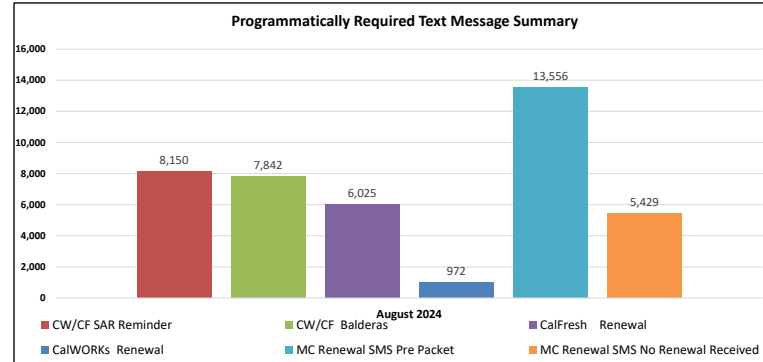
Report Data Month: 07/2024
Report Run Date: 09/03/2024

August 2024

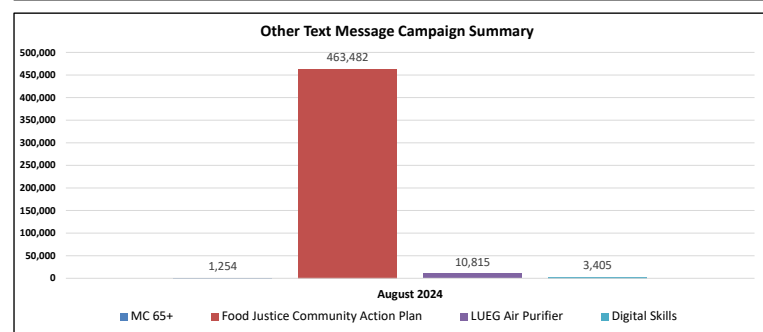
Automated (Robo) Call Summary	Program		
Month	CW/CF SAR Reminder	CW Balderas	Grand Total
August 2024	6,821	220	7,041
Grand Total	6,821	220	7,041



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



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



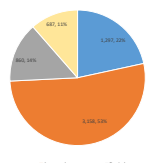
Report Data Month: 08/2024
Report Run Date: 09/03/2024



Community Based Organizations Medi-Cal Referrals

Table with columns: CBO, Medi-Cal Application Referrals by Application Status, and Total. Rows list various Community Based Organizations and their referral counts for Pending, Approved, Denied, and Incomplete statuses.

Medi-Cal Percentage of Referrals



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



Community Based Organizations CalFresh Referrals

07/2024-06/2024

CalFresh Application Referrals by Application Status		CF Referrals
Org	Total	
Code for America	20,600	
211 San Diego	1,064	
Family Health Centers of San Diego	346	
La Maestra Community Health Centers	270	
Vista Community Clinic	116	
San Ysidro Health	69	
Scopus Health	59	
Sharp Health	51	
Home Start CalFresh Grant	42	
Chula Vista Community Collaborative	39	
Neighborhood Health Care	37	
East Family	36	
TruCare	34	
Indian Health Council Inc	27	
Bonita Family Resource Center	25	
Baby Children Hospital	24	
Arabic Family Service	19	
McKaiser Institute South Bay Regional Recovery	16	
Catholic Charities Diocese of San Diego	15	
Borrego Community Health Foundation	10	
San Ysidro Health Center	9	
Southern Inland Health Council Inc	8	
Vista Community Clinic The Gary Center	8	
Borrego Health	7	
Community Research Foundation	7	
Interfaith Community Services	7	
UCSD Medical Center	7	
Vista Hill Foundation - SmartCare	6	
MiraCosta College	5	
Catholic Charities Diocese of San Diego - Homeless Services	4	
Imperial Beach Community Clinic	4	
Mental Health Systems TULN - Altanza Wellness Center	4	
Bayview Community Center	3	
Dual Living Inc	3	
Safe Connections	3	
University of San Diego	3	
World Relief Local	3	
Shoreline Community Services	3	
St Vincent de Paul Village	2	
Tri City Medical Center	2	
Access to Independence of San Diego Inc	2	
Alpha Lofts	1	
Capitola Comprehensive Treatment Center	1	
Center Star ACT	1	
Clinicas Del Camino Real Inc	1	
Domestic Impact	1	
Español Community Treatment Center	1	
Gary and Mary West Place	1	
Healer Action Los Angeles	1	
Jackson House Temecula	1	
Office of the Federal Public Defender	1	
Palomar College	1	
Palomar	1	
San Diego Business Mission	1	
San Diego Unified School District	1	
Somali Bantu Association of America	1	
South Bay Community Services	1	
Telecare Agency	1	
TransHorizons	1	
Windsor House Student Residence Inc.	1	
Et Sol NEC	0	
211 Orange County	0	
Advocate 4 Medi-Cal Assistance	0	
AMP HI 4 THE CAL CENTERS	0	
And Friends	0	
AltaDosa Santa Rosa Community Health Centers	0	
Alpha Project for the Homeless	0	
Alvarado Hospital LLC	0	
Awara Healthcare Center	0	
Buddhist Tri-City Medical Foundation	0	
CA Department of State Hospitals	0	
Castle Manor Nursing and Rehabilitation Center	0	
Catholic Charities San Diego	0	
Catholic Charities of Los Angeles	0	
Catholic Charities of Orange County	0	
CCC Health Services Department	0	
Center for Healthy Communities	0	
Change Lives Youth Support Services	0	
CHOC	0	
Coalition of Orange County Community Health Center	0	
Community Care Center	0	
Community Health Systems, Inc. - Moreno Valley	0	
Community Research Foundation Center Impact	0	
Community Resource Center	0	
CompSpec Inc	0	
Coulter Health Solutions	0	
COP	0	
Cottage Health System	0	
Crystal Stars	0	
Dual Community Services of San Diego	0	
DMH - Office of the Public Guardian	0	
Elevate Patient Financial Solutions	0	
Elevate PFS	0	
Ewert Hospice	0	
Family Health Centers of San Diego - Sheriff's	0	
Freedom San Diego	0	
Francisco Security Designs	0	
FIND Food Bank	0	
Frederick	0	
GFTX HEALTH	0	
Golden Valley Health Center	0	
HAS	0	
Healthcare in Action - San Diego	0	
Heritage Child Health Care Center	0	
Hospital Association of Southern California	0	
Immigration Center for Women and Children	0	
Indian Health Care Inc	0	
Ita Vista Youth Projects dba LEAP	0	
Julian Pathways Inc	0	
K Street Zone	0	
Korean Community Services	0	
Liberty Home Health	0	
Los Angeles County CSC	0	
Martin City Health and Wellness	0	
MedData	0	
Medi-Cal Regulation Specialists	0	
Mental Health Systems TULN BFL Action Center	0	
Metro Community Ministries Inc.	0	
Minuteman Bioside	0	
Mountain Bioside	0	
Nashcare Inc	0	
National Care Advisors	0	
Neighborhood Health Insurance Center	0	
Neighborhood Healthcare	0	
NEMT	0	
Northwest Senior Services	0	
Palomar Health	0	
Paradise Valley Health	0	
Paradise Valley Healthcare Center	0	
Park Avenue Healthcare Center	0	
Park Equality Center	0	
Principles Healthcare Center	0	
Providence Health & Services	0	
Renewing Hope for Refugees	0	
Reva Pathway	0	
Revue Pathway	0	
Rocking Start, Inc.	0	
Saint John's Community Health	0	
San Diego for Immigrants Cooperative	0	
San Diego Family Care	0	
San Diego Food Bank	0	
San Diego Freedom Ranch	0	
San Diego Post-Acute	0	
San Diego Regional Center	0	
San Francisco Pretrial Diversion Project	0	
Santa Barbara County Education Office	0	
Sevieve Health	0	
Shore West	0	
St. Louis Resource Services	0	
St. Paul's PACD	0	
St. Paul's RAC	0	
Stepping Stone of San Diego	0	
TEB Inc	0	
The Hopper Life Project	0	
The Light for Seniors	0	
The Reach Health	0	
Third Avenue Charitable Organization	0	
UC San Diego	0	
Union of Pan Asian Communities	0	
University Care Center	0	
Urban Street Angels	0	
Victoria Post-Acute	0	
Visionary Care Consultants	0	
Vista Community Clinic - Sheriff's	0	
Vista Knox Specialized Care	0	
Windsor Health Care SMI Management Company LLC	0	
Total	23,024	



Community Based Organizations Medi-Cal Referrals

07/2024-06/2024

Medi-Cal Application Referrals by Application Status	
CBO	Total
Family Health Centers of San Diego	890
211 San Diego	696
Scraps Health	556
La Manana Community Health Centers	438
Shura Health	434
Vista Community Clinic	409
UCSD Medical Center	377
TrueCare	343
Neighborhood Health Care	257
Family Health Centers of San Diego - Sheriff's	228
San Ysidro Health Center	208
Elmwood HHS	193
Tri-City Medical Center	118
Paradise Valley Health	102
MediCare	87
Baldy Childrens Hospital	78
San Diego Family Care	67
Chula Vista Community Collaborative	63
Palomar Health	36
St Vincent de Paul Village	36
Vista Community Clinic - Sheriff's	36
Imperial Beach Community Clinic	29
Borrego Health	21
San Diegoans for Healthcare Coverage	20
Park Avenue Healthcare Center	19
Vista Community Clinic - The Gary Center	19
San Diego Freedom Ranch	18
East Family	17
San Diego Unified School District	17
Borrego Community Health Foundation	16
San Diego Regional Center	15
Bonita Family Resource Center	10
Neighborhood	10
McKinnon Institute South Bay Regional Recovery	9
Seaside Health	9
St. Pauls Place	9
Immigration Center for Women and Children	8
Indian Health Council Inc	8
Neighborhood Health Insurance Center	8
Southern Indian Health Council Inc	8
Downstream Impact	7
Paradise Valley Healthcare Center	7
University Care Center	7
Community Research Foundation	6
San Ysidro Health	6
Lyciana Avenue	5
Compassion Inc	5
Alpha Project for the Homeless	4
Bonita Community Center	4
Catalina Manor Nursing and Rehabilitation Center	4
Community Care Center	4
WestHealth Community Services	4
Mountain Shelters	4
Financial Security Services	3
Libertaria Home Health	3
Phenidge Health Care Center	3
Catholic Charities Diocese of San Diego	3
Center Star ACT	2
Gary and Mary Wood Place	2
Healthcare in Action - San Diego	2
MiraCosta College	2
Neighborhood Healthcare	2
Packard Senior Services	2
Safe Connections	2
San Diego Post Acute	2
Transformers	2
Vista Inmate Specialized Care	2
World Relief SoCal	2
Access to Independence of San Diego Inc	1
Alpha Life	1
Catalina Comprehensive Treatment Center	1
Catholic Charities Diocese of San Diego - Homeless Services	1
Clayton Del Camino Real Inc	1
COF	1
Crestal Home	1
Deaf Community Services of San Diego	1
DMH - Office of the Public Guardian	1
Economic Comprehensive Treatment Center	1
FirstSource	1
GET IT HEALTH	1
InForum Healthcare Inc	1
Jackson House Terrence	1
Mental Health Systems TUBM - Atlanta Wellness Center	1
Metro Community Ministries Inc	1
Office of the Federal Public Defender	1
Palomar College	1
Palomar	1
Shoreline Community Services	1
Small Business Association of America	1
TEH Inc	1
The Neighbor Life Project	1
The Shores Post Acute	1
Victory Care Consultants	1
El Sol NCC	0
J11 Orange County	0
Advocates & Mutual Assistance	0
AMH HEATHCARE CENTERS	0
Aid Finders	0
Albino Santa Rosa Community Health Centers	0
Alvarado Hospital LLC	0
Alvarado Healthcare Center	0
Bonitas Top Ch Medical Foundation	0
CA Department of State Hospitals	0
Catholic Charities San Diego	0
Catholic Charities of Los Angeles	0
Catholic Charities of Orange County	0
CCC Health Services Department	0
Center for Healthy Communities	0
Change Lives Youth Support Services	0
CHOC	0
Coalition of Orange County Community Health Center	0
Codes for America	0
Community Health Systems, Inc. - Moreno Valley	0
Community Research Foundation Senior Impact	0
Community Resource Center	0
Conifer Health Solutions	0
Costa Health System	0
Delta Home Inc	0
Elevate Patient Financial Solutions	0
Equester Housing	0
Feeding San Diego	0
FIND Food Bank	0
Golden Valley Health Center	0
HAS	0
HERALD CHRISTIAN HEALTH CENTER	0
Home Start CalFresh Grant	0
Hospital Association of Southern California	0
Hunger Action Los Angeles	0
Uta Vista Youth Projects dba LEAP	0
Janet Family Service	0
Jules Pathways Inc	0
K Street Force	0
Kenada Community Services	0
Los Angeles County CSC 8	0
Main City Health and Wellness	0
Medi-Cal Respite Specialists	0
Mental Health Systems TUBM BHS Action Central	0
Missionary Services	0
National Care Advocates	0
NEWS	0
Part Equality Center	0
Providence Health & Services	0
Recovery Hope For Refugees	0
Revere Pathway	0
Rolling Start Inc	0
San Diego Community Health	0
San Diego Food Bank	0
San Diego Rescue Mission	0
San Francisco Primal Deviation Project	0
Santa Barbara County Education Office	0
Seapac MHP	0
South Bay Community Services	0
St. Louise Resource Services	0
Stationary Branch of San Diego	0
The Light for Seniors	0
Third Avenue Charitable Organization	0
UC San Diego	0
Union of Pan Asian Communities	0
University of San Diego	0
Urban Street Angels	0
Victoria Post Acute	0
Vista Hill Foundation - SeniorCare	0
Vista Hill Foundation - SeniorCare	0
Wesley House Student Residence Inc	0
Worship Health Care SMI Management Company LLC	0





Community Based Organizations CalWORKS Referrals

07/2024-06/2024

CalWORKS Application Referrals by Application Status	CBO	Total
La Maestra Community Health Centers	28	28
Chava Vista Community Collaborative	11	11
Family Health Centers of San Diego	9	9
Reach Children's Hospital	8	8
Vista Community Clinic	5	5
Interfaith Community Services	4	4
Catholic Charities Diocese of San Diego - Homeless Services	3	3
Catholic Charities Diocese of San Diego	2	2
TruCare	2	2
211 San Diego	1	1
Casa Familiar	1	1
Community Research Foundation	1	1
Healthcare in Action - San Diego	1	1
Indian Health Council Inc	1	1
McKaiser Institute South Bay Regional Recovery	1	1
Safe Connections	1	1
San Ysidro Health Center	1	1
Sharp Health	1	1
Shoreline Community Services	1	1
World Relief Local	1	1
El Sol NEC	0	0
211 Orange County	0	0
Access to Independence of San Diego Inc	0	0
Advocates 4 Medi-Cal Assistance	0	0
AMP Health INCLUDE SERVICES	0	0
Aid Project	0	0
AltaDora Santa Rosa Community Health Centers	0	0
Alpha Life	0	0
Alpha Project for the Homeless	0	0
Alvarado Hospital LLC	0	0
Avaya Healthcare Center	0	0
Bayville Community Center	0	0
Bertha Family Resource Center	0	0
Berridge Community Health Foundation	0	0
Berridge Health	0	0
Buddhist Tan Chi Medical Foundation	0	0
CA Department of State Hospitals	0	0
Capitola Comprehensive Treatment Center	0	0
Catholic Manor Nursing and Rehabilitation Center	0	0
Catholic Charities San Diego	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 Lives Youth Support Services	0	0
CHOC	0	0
Clinicas Del Camino Real Inc	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 Senior Impact	0	0
Community Resource Center	0	0
Compasys Inc	0	0
Conifer Health Solutions	0	0
COF	0	0
Cottage Health System	0	0
Craig's Stars	0	0
Digital Community Services of San Diego	0	0
DMH - Office of the Public Guardian	0	0
Downtown Impact	0	0
Duqs Living Inc	0	0
Elevate Patient Financial Solutions	0	0
Elevate PFS	0	0
Escondido Comprehensive Treatment Center	0	0
Everett Hospice	0	0
Family Health Centers of San Diego - Sheriff's	0	0
Feeding San Diego	0	0
Financial Security Design	0	0
FIND Food Bank	0	0
Flourbake	0	0
Gina and Mary West Pace	0	0
GETX HEALTH	0	0
Golden Valley Health Center	0	0
HAS	0	0
HERALD CHRISTIAN HEALTH CENTER	0	0
Hesperia Saint Callistus Grant	0	0
Hospital Association of Southern California	0	0
Hunger Action Los Angeles	0	0
Immigration Center for Women and Children	0	0
Imperial Beach Community Clinic	0	0
Imperial Healthcare Inc	0	0
Ina Vista Youth Projects dba LEAP	0	0
Jackson House Tehuacala	0	0
Jeppath Family Service	0	0
Julian Pathways Inc	0	0
K Street Palace	0	0
Korean Community Services	0	0
Libertaria Home Health	0	0
Los Angeles County CSC	0	0
Marin City Health and Wellness	0	0
MediStar	0	0
Medical Regulation Specialists	0	0
Mental Health Systems TURM - Alliance Wellness Center	0	0
Mental Health Systems TURM BPS Action Centers	0	0
Metro Community Services Inc	0	0
Ministry of Bethesda	0	0
Mission College	0	0
Mountain Shadows	0	0
NashCare Inc	0	0
National Care Advisors	0	0
Neighborhood Health Care	0	0
Neighborhood Health Inheritance Center	0	0
Neighborhood Healthcare	0	0
NEHS	0	0
Office of the Federal Public Defender	0	0
Packard Senior Services	0	0
Palomar College	0	0
Palomar Health	0	0
Paradise Valley Health	0	0
Paradise Valley Healthcare Center	0	0
Paradise Valley Healthcare Center	0	0
Paradise Valley Healthcare Center	0	0
Park Avenue Healthcare Center	0	0
Park Equality Center	0	0
Prendage Healthcare Center	0	0
Providence Health & Services	0	0
Recreation House for Refugees	0	0
Reveler Pathway	0	0
Reveler Start, Inc	0	0
Saint John's Community Health	0	0
San Diego's for Healthcare Coverage	0	0
San Diego Family Care	0	0
San Diego Food Bank	0	0
San Diego Freedom Ranch	0	0
San Diego Post Acute	0	0
San Diego Regional Center	0	0
San Diego Reunion Mission	0	0
San Diego Unified School District	0	0
San Francisco Pretrial Diversion Project	0	0
San Ysidro Health	0	0
Santa Barbara County Education Office	0	0
Seaside Health	0	0
Seaside Health	0	0
Seas Mat	0	0
Seas Mat	0	0
Somali Bantia Association of America	0	0
South Bay Community Services	0	0
Southern Indian Health Council Inc	0	0
St Vincent de Paul Village	0	0
St. Louis Recharge Services	0	0
St. Paul's PACE	0	0
Stepping Stone of San Diego	0	0
Telesight Agency	0	0
TEB Inc	0	0
TEB Inc	0	0
The Haggler Life Project	0	0
The Light for Seniors	0	0
The Shores for Adults	0	0
Third Avenue Charitable Organization	0	0
Transfrontier	0	0
Tri-City Medical Center	0	0
UC San Diego	0	0
UCSD Medical Center	0	0
Union of Pan Asian Communities	0	0
Union of Pan Asian Communities	0	0
University of San Diego	0	0
Urban Street Angels	0	0
Victoria Post Acute	0	0
Victoria Post Acute	0	0
Visparyan Care Consultants	0	0
Visparyan Care Consultants	0	0
Vista Community Clinic - Sheriff's	0	0
Vista Community Clinic - The Gray Center	0	0
Vista Community Clinic - The Gray Center	0	0
Vista Hill Foundation - SmartCare	0	0
Vista Hill Foundation - SmartCare	0	0
Vista Hill Foundation - SmartCare	0	0
Wesley House Student Residence Inc	0	0
Windsor Health Care SMI Management Company LLC	0	0

CW Referrals	Total
La Maestra Community Health Centers	28
Chava Vista Community Collaborative	11
Family Health Centers of San Diego	9
Reach Children's Hospital	8
Vista Community Clinic	5
Interfaith Community Services	4
Catholic Charities Diocese of San Diego - Homeless Services	3
Catholic Charities Diocese of San Diego	2
TruCare	2
211 San Diego	1
Casa Familiar	1
Community Research Foundation	1
Healthcare in Action - San Diego	1
Indian Health Council Inc	1
McKaiser Institute South Bay Regional Recovery	1
Safe Connections	1
San Ysidro Health Center	1
Sharp Health	1
Shoreline Community Services	1
World Relief Local	1
El Sol NEC	0
211 Orange County	0
Access to Independence of San Diego Inc	0
Advocates 4 Medi-Cal Assistance	0
AMP Health INCLUDE SERVICES	0
Aid Project	0
AltaDora Santa Rosa Community Health Centers	0
Alpha Life	0
Alpha Project for the Homeless	0
Alvarado Hospital LLC	0
Avaya Healthcare Center	0
Bayville Community Center	0
Bertha Family Resource Center	0
Berridge Community Health Foundation	0
Berridge Health	0
Buddhist Tan Chi Medical Foundation	0
CA Department of State Hospitals	0
Capitola Comprehensive Treatment Center	0
Catholic Manor Nursing and Rehabilitation Center	0
Catholic Charities San Diego	0
Catholic Charities of Los Angeles	0
Catholic Charities of Orange County	0
CCC Health Services Department	0
Center for Healthy Communities	0
Center Star ACT	0
Change Lives Youth Support Services	0
CHOC	0
Clinicas Del Camino Real Inc	0
Coalition of Orange County Community Health Center	0
Code for America	0
Community Care Center	0
Community Health Systems, Inc - Moreno Valley	0
Community Research Foundation Senior Impact	0
Community Resource Center	0
Compasys Inc	0
Conifer Health Solutions	0
COF	0
Cottage Health System	0
Craig's Stars	0
Digital Community Services of San Diego	0
DMH - Office of the Public Guardian	0
Downtown Impact	0
Duqs Living Inc	0
Elevate Patient Financial Solutions	0
Elevate PFS	0
Escondido Comprehensive Treatment Center	0
Everett Hospice	0
Family Health Centers of San Diego - Sheriff's	0
Feeding San Diego	0
Financial Security Design	0
FIND Food Bank	0
Flourbake	0
Gina and Mary West Pace	0
GETX HEALTH	0
Golden Valley Health Center	0
HAS	0
HERALD CHRISTIAN HEALTH CENTER	0
Hesperia Saint Callistus Grant	0
Hospital Association of Southern California	0
Hunger Action Los Angeles	0
Immigration Center for Women and Children	0
Imperial Beach Community Clinic	0
Imperial Healthcare Inc	0
Ina Vista Youth Projects dba LEAP	0
Jackson House Tehuacala	0
Jeppath Family Service	0
Julian Pathways Inc	0
K Street Palace	0
Korean Community Services	0
Libertaria Home Health	0
Los Angeles County CSC	0
Marin City Health and Wellness	0
MediStar	0
Medical Regulation Specialists	0
Mental Health Systems TURM - Alliance Wellness Center	0
Mental Health Systems TURM BPS Action Centers	0
Metro Community Services Inc	0
Ministry of Bethesda	0
Mission College	0
Mountain Shadows	0
NashCare Inc	0
National Care Advisors	0
Neighborhood Health Care	0
Neighborhood Health Inheritance Center	0
Neighborhood Healthcare	0
NEHS	0
Office of the Federal Public Defender	0
Packard Senior Services	0
Palomar College	0
Palomar Health	0
Paradise Valley Health	0
Paradise Valley Healthcare Center	0
Paradise Valley Healthcare Center	0
Paradise Valley Healthcare Center	0
Park Avenue Healthcare Center	0
Park Equality Center	0
Prendage Healthcare Center	0
Providence Health & Services	0
Recreation House for Refugees	0
Reveler Pathway	0
Reveler Start, Inc	0
Saint John's Community Health	0
San Diego's for Healthcare Coverage	0
San Diego Family Care	0
San Diego Food Bank	0
San Diego Freedom Ranch	0
San Diego Post Acute	0
San Diego Regional Center	0
San Diego Reunion Mission	0
San Diego Unified School District	0
San Francisco Pretrial Diversion Project	0
San Ysidro Health	0
Santa Barbara County Education Office	0
Seaside Health	0
Seaside Health	0
Seas Mat	0
Seas Mat	0
Somali Bantia Association of America	0
South Bay Community Services	0
Southern Indian Health Council Inc	0
St Vincent de Paul Village	0
St. Louis Recharge Services	0
St. Paul's PACE	0
Stepping Stone of San Diego	0
Telesight Agency	0
TEB Inc	0
TEB Inc	0
The Haggler Life Project	0
The Light for Seniors	0
The Shores for Adults	0
Third Avenue Charitable Organization	0
Transfrontier	0
Tri-City Medical Center	0
UC San Diego	0
UCSD Medical Center	0
Union of Pan Asian Communities	0
Union of Pan Asian Communities	0
University of San Diego	0
Urban Street Angels	0
Victoria Post Acute	0
Victoria Post Acute	0
Visparyan Care Consultants	0
Visparyan Care Consultants	0
Vista Community Clinic - Sheriff's	0
Vista Community Clinic - The Gray Center	0
Vista Community Clinic - The Gray Center	0
Vista Hill Foundation - SmartCare	0
Vista Hill Foundation - SmartCare	0
Vista Hill Foundation - SmartCare	0
Wesley House Student Residence Inc	0
Windsor Health Care SMI Management Company LLC	0



Community Based Organizations General Relief Referrals

07/2024-06/2024

General Relief Application Referrals by Application Status	
CBO	Total
211 San Diego	21
Melander Institute South Bay Regional Recovery	17
Indian Health Council Inc	11
Community Resource Foundation	8
Vista Hill Foundation - SmartCare	8
Sharp Health	6
Care Partner	6
Downtown Impact	3
Interfaith Community Services	3
Mental Health Systems TURB - Alliance Wellness Center	3
Center Star ACT	2
World Relief SoCal	2
Access to Independence of San Diego Inc	1
Alpha Leths	1
Borrego Community Health Foundation	1
Capalina Comprehensive Treatment Center	1
Catholic Charities Diocese of San Diego	1
Family Health Centers of San Diego	1
Healthcare in Action - San Diego	1
La Maestra Community Health Centers	1
Neighborhood Health Care	1
Safe Connections	1
San Diego Family Care	1
Vista Community Clinic	1
ET&C INC	1
211 Orange County	0
Advocate 4 Medi-Cal Assistance	0
Anti-Human Trafficking CENTERS	0
Aid Finders	0
AltaDora Santa Rosa Community Health Centers	0
Alpha Project for the Homeless	0
Alvarado Hospital LIT	0
Bayside Healthcare Center	0
Bayside Community Center	0
Bonita Family Resource Center	0
Borrego Health	0
Burkhead Tzu Chi Medical Foundation	0
CA Department of State Hospitals	0
Center Menor Nursing and Rehabilitation Center	0
Catholic Charities San Diego	0
Catholic Charities Diocese of San Diego - Homeless Services	0
Catholic Charities of Los Angeles	0
Catholic Charities of Orange County	0
CC Health Services Department	0
Center for Healthy Communities	0
Cheng Lian Youth Support Services	0
CHOC	0
Chula Vista Community Collaborative	0
Coalition of Orange County Community Health Center	0
Code for America	0
Community Care Center	0
Community Health Systems, Inc - Moreno Valley	0
Community Resource Foundation Senior Impact	0
Community Resource Center	0
Compass Inc	0
Conifer Health Solutions	0
COP	0
Colette Health System	0
Crysal Stars	0
Deaf Community Services of San Diego	0
Deaf Office of the Public Guardian	0
Dupa Living Inc	0
Elavate Patient Financial Solutions	0
Elavate PPS	0
Escondido Comprehensive Treatment Center	0
Everest Housing	0
Family Health Centers of San Diego - Sheriff's	0
Feeding San Diego	0
Financial Security Design	0
FIND Food Bank	0
Flourbake	0
Gary and Mary West Pace	0
GET IT HEALTH	0
Golden Valley Health Center	0
HAS	0
HERALD CHRISTIAN HEALTH CENTER	0
Homes Start California Grant	0
Hospital Association of Southern California	0
Hunger Action Los Angeles	0
Immigration Center for Women and Children	0
Imperial Beach Community Clinic	0
Imperial Healthcare Inc	0
Ita Vista Youth Projects dba LEAP	0
Jackson House Tehuacala	0
Jevelin Family Service	0
Julian Pathways Inc	0
K Street Center	0
Moapa Community Services	0
Libertaria Home Health	0
Los Angeles County CSC 8	0
Marin City Health and Wellness	0
MediQ	0
Medical Regulation Specialists	0
Mental Health Systems TURB BHS Action Central	0
Metro Community Mission Inc	0
Missionary Records	0
MiraCosta College	0
Mountain Shadows	0
NashCare Inc	0
National Care Advisors	0
Neighborhood Health Insurance Center	0
Neighborhood Healthcare	0
NETMS	0
Office of the Federal Public Defender	0
Packard Senior Services	0
Palomar College	0
Palomar Health	0
Paradise Valley Health	0
Paradise Valley Healthcare Center	0
Paradise	0
Park Avenue Healthcare Center	0
Park Equality Center	0
Principles Healthcare Center	0
Principles Health & Services	0
Principles Health & Services	0
Rady Childrens Hospital	0
Reverend House For Refugees	0
Reverend Pathway	0
Rolling Start Inc	0
Santa Anita's Community Health	0
San Diegoans for Healthcare Coverage	0
San Diego Food Bank	0
San Diego Freedom Ranch	0
San Diego Post Acute	0
San Diego Regional Center	0
San Diego Rescue Mission	0
San Diego Unified School District	0
San Francisco Dental Operation Project	0
San Ysidro Health	0
San Ysidro Health Center	0
Santa Barbara County Education Office	0
Scraps Health	0
Shoreline Community Services	0
Shore Mall	0
Small Business Association of America	0
South Bay Community Services	0
Southern Indian Health Council Inc	0
St Vincent de Paul Village	0
St. Louis Resource Services	0
St. Paul's PACO	0
Stepping Stone of San Diego	0
Taligent Agency	0
TEB Inc	0
The Haggler Life Project	0
The Light for Seniors	0
The Shores Post Acute	0
Third Avenue Charitable Organization	0
Transfemoral	0
Tri-City Medical Center	0
TruCare	0
UC San Diego	0
UCSD Medical Center	0
Union of Pan Asian Communities	0
University Care Center	0
University of San Diego	0
Urban Street Angels	0
Victoria Post Acute	0
Voluntary Care Consultants	0
Vista Community Clinic - Sheriff's	0
Vista Community Clinic The Gary Center	0
Vista Home Based Healthcare Services	0
Wesley House Student Residence Inc	0
Windhorst Health Care SMI Management Company LLC	0

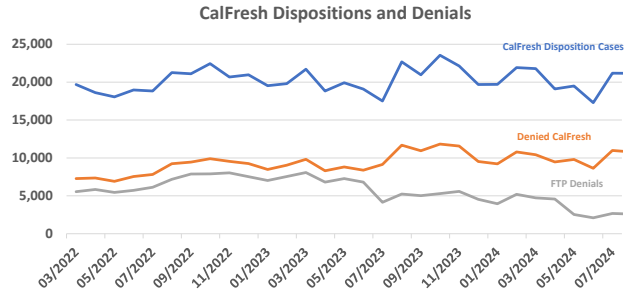
GR Referrals

211 San Diego	21
Melander Institute South Bay Regional Recovery	17
Indian Health Council Inc	11
Community Resource Foundation	8
Vista Hill Foundation - SmartCare	8
Sharp Health	6
Care Partner	6
Downtown Impact	3
Interfaith Community Services	3
Mental Health Systems TURB - Alliance Wellness Center	3
Center Star ACT	2
World Relief SoCal	2
Access to Independence of San Diego Inc	1
Alpha Leths	1
Borrego Community Health Foundation	1
Capalina Comprehensive Treatment Center	1
Catholic Charities Diocese of San Diego	1
Family Health Centers of San Diego	1
Healthcare in Action - San Diego	1
La Maestra Community Health Centers	1
Neighborhood Health Care	1
Safe Connections	1
San Diego Family Care	1
Vista Community Clinic	1
ET&C INC	1
211 Orange County	0
Advocate 4 Medi-Cal Assistance	0
Anti-Human Trafficking CENTERS	0
Aid Finders	0
AltaDora Santa Rosa Community Health Centers	0
Alpha Project for the Homeless	0
Alvarado Hospital LIT	0
Bayside Healthcare Center	0
Bayside Community Center	0
Bonita Family Resource Center	0
Borrego Health	0
Burkhead Tzu Chi Medical Foundation	0
CA Department of State Hospitals	0
Center Menor Nursing and Rehabilitation Center	0
Catholic Charities San Diego	0
Catholic Charities Diocese of San Diego - Homeless Services	0
Catholic Charities of Los Angeles	0
Catholic Charities of Orange County	0
CC Health Services Department	0
Center for Healthy Communities	0
Cheng Lian Youth Support Services	0
CHOC	0
Chula Vista Community Collaborative	0
Coalition of Orange County Community Health Center	0
Code for America	0
Community Care Center	0
Community Health Systems, Inc - Moreno Valley	0
Community Resource Foundation Senior Impact	0
Community Resource Center	0
Compass Inc	0
Conifer Health Solutions	0
COP	0
Colette Health System	0
Crysal Stars	0
Deaf Community Services of San Diego	0
Deaf Office of the Public Guardian	0
Dupa Living Inc	0
Elavate Patient Financial Solutions	0
Elavate PPS	0
Escondido Comprehensive Treatment Center	0
Everest Housing	0
Family Health Centers of San Diego - Sheriff's	0
Feeding San Diego	0
Financial Security Design	0
FIND Food Bank	0
Flourbake	0
Gary and Mary West Pace	0
GET IT HEALTH	0
Golden Valley Health Center	0
HAS	0
HERALD CHRISTIAN HEALTH CENTER	0
Homes Start California Grant	0
Hospital Association of Southern California	0
Hunger Action Los Angeles	0
Immigration Center for Women and Children	0
Imperial Beach Community Clinic	0
Imperial Healthcare Inc	0
Ita Vista Youth Projects dba LEAP	0
Jackson House Tehuacala	0
Jevelin Family Service	0
Julian Pathways Inc	0
K Street Center	0
Moapa Community Services	0
Libertaria Home Health	0
Los Angeles County CSC 8	0
Marin City Health and Wellness	0
MediQ	0
Medical Regulation Specialists	0
Mental Health Systems TURB BHS Action Central	0
Metro Community Mission Inc	0
Missionary Records	0
MiraCosta College	0
Mountain Shadows	0
NashCare Inc	0
National Care Advisors	0
Neighborhood Health Insurance Center	0
Neighborhood Healthcare	0
NETMS	0
Office of the Federal Public Defender	0
Packard Senior Services	0
Palomar College	0
Palomar Health	0
Paradise Valley Health	0
Paradise Valley Healthcare Center	0
Paradise	0
Park Avenue Healthcare Center	0
Park Equality Center	0
Principles Healthcare Center	0
Principles Health & Services	0
Principles Health & Services	0
Rady Childrens Hospital	0
Reverend House For Refugees	0
Reverend Pathway	0
Rolling Start Inc	0
Santa Anita's Community Health	0
San Diegoans for Healthcare Coverage	0
San Diego Food Bank	0
San Diego Freedom Ranch	0
San Diego Post Acute	0
San Diego Regional Center	0
San Diego Rescue Mission	0
San Diego Unified School District	0
San Francisco Dental Operation Project	0
San Ysidro Health	0
San Ysidro Health Center	0
Santa Barbara County Education Office	0
Scraps Health	0
Shoreline Community Services	0
Shore Mall	0
Small Business Association of America	0
South Bay Community Services	0
Southern Indian Health Council Inc	0
St Vincent de Paul Village	0
St. Louis Resource Services	0
St. Paul's PACO	0
Stepping Stone of San Diego	0
Taligent Agency	0
TEB Inc	0
The Haggler Life Project	0
The Light for Seniors	0
The Shores Post Acute	0
Third Avenue Charitable Organization	0
Transfemoral	0
Tri-City Medical Center	0
TruCare	0
UC San Diego	0
UCSD Medical Center	0
Union of Pan Asian Communities	0
University Care Center	0
University of San Diego	0
Urban Street Angels	0
Victoria Post Acute	0
Voluntary Care Consultants	0
Vista Community Clinic - Sheriff's	0
Vista Community Clinic The Gary Center	0
Vista Home Based Healthcare Services	0
Wesley House Student Residence Inc	0
Windhorst Health Care SMI 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%
07/2024	21,178	10,993	51.91%	2,676	24.34%
08/2024	21,171	10,790	50.97%	2,590	24.00%





Months	Count of Case Number
Jun-23	7,562
Jul-23	2,559
Aug-23	10,533
Sep-23	8,699
Oct-23	9,818
Nov-23	9,974
Dec-23	7,573
Jan-24	6,160
Feb-24	8,198
Mar-24	8,820
Apr-24	9,255
May-24	12,849
Jun-24	10,431
Jul-24	10,652
Aug-24	17,322
Grand Total	140,405

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

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



Monthly Medi-Cal Renewal Report

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

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

Medi-Cal Renewals	Data as of 6/30				Data as of 7/31				Data as of 8/31				Data as of 9/30				Data as of 10/31	
	Jun-24	%	Jun-24	%	Jul-24	%	Jul-24	%	Aug-24	%	Aug-24	%	Sep-24	%	Sep-24	%	Oct-24	%
Total Medi-Cal Renewals Due	38,857	100%	38,857	100%	33,032	100%	33,032	100%	33,538	100%	33,538	100%	36,923	100%	36,923	100%	40,529	100%
Total Medi-Cal Renewals Auto Renewed	17,523	45%	17,523	45%	14,729	45%	14,729	45%	15,151	45%	15,151	45%	14,727	40%	14,727	40%	18,659	46%
Total Medi-Cal Renewals Renewed via Combo Case*	8,882	23%	14,924	38%	8,371	25%	13,298	40%	8,850	26%	14,041	42%	10,899	30%	13,269	36%	11,549	28%
Total Medi-Cal Renewal Packets Mailed	11,784	30%	11,784	30%	9,438	29%	9,438	30%	9,149	27%	9,149	27%	10,915	30%	10,915	30%	9,904	24%
Packets Received, Not Yet Processed	974	3%	3,574	9%	863	3%	2,665	8%	337	1%	2,304	7%	532	1%	2,597	7%	634	2%
Total Medi-Cal Renewals Completed	26,405	68%	32,447	84%	23,100	70%	28,027	85%	24,001	72%	29,192	87%	25,626	69%	27,996	76%	30,208	75%
Total Medi-Cal Renewals Pending Receipt	11,478	30%	2,836	7%	9,069	27%	2,340	7%	9,200	27%	2,042	6%	10,765	29%	6,330	17%	9,687	24%

Source: Daily RRR Status Report
 *Combo: Medi-Cal With Active CF/GR/CW
 Report Date: 09/03/2024