# ELIGIBILITY SERVICES BY THE NUMBERS…

**February 2026** *(Data Month: January 2026)*

## PARTICIPANTS

- **CalFresh**:  378,313 recipients, down 6.75% from last year.
    - 118,457 child recipients (0-18), down 9.97% from last year.
    - 99,537 senior recipients (60+), up 0.87% from last year.

- **CalWORKs**: 51,506 recipients, down 2.42% from last year.
    - 38,011 child recipients (0-18), down 1.23% from last year.
    - Welfare-to-Work:  12,622 participants, down 6.12% from last year.

- **CMS:** 3 CMS recipients, down 62.50% from last year.

- **General Relief:**  5,101 recipients, down 14.81% from last year.

- **Medi-Cal**:  844,454 recipients, down 4.37% from last year.
    - 286,818 child recipients (0-18), down 3.54% from last year.
    - 19,222 Medi-Cal Expansion Over 50 Years.

| Program | Cases | Recipients | % Change in Recipients Previous Month | Previous Year | Unduplicated Number of Recipients (January 2025 – January 2026) |
|---|---|---|---|---|---|
| CalFresh | 228,970 | 378,313 | -0.88% | -6.75% | 534,110 |
| CalWORKs | 18,211 | 51,506 | -0.32% | -2.42% | 71,452 |
| CMS | 3 | 3 | 200.00% | -62.50% | 31 |
| General Relief | 5,085 | 5,101 | -3.75% | -14.81% | 16,214 |
| Medi-Cal | 497,665 | 844,454 | -1.12% | -4.37% | 1,034,941 |
| **Total** | **749,934** | **1,279,377** | **-1.03%** | **-5.05%** | **1,152,635**** |

*Recipients include  324,812 under ACA Medicaid Coverage Expansion (MCE).
**The number of *unduplicated* recipients for *all* programs.

# PROCESSING

| Applications Registered | | |
|---|---|---|
| **Program** | **January 2026** | **FYTD** |
| CalFresh | 17,645 | 114,345 |
| CalWORKs | 2,897 | 18,496 |
| CMS | 23 | 176 |
| General Relief | 4,722 | 30,515 |
| Medi-Cal | 16,845 | 113,180 |
| **Total** | **42,132** | **276,712** |

| Renewals Generated | | |
|---|---|---|
| **Program** | **January 2026** | **FYTD** |
| CalFresh | 10,872 | 88,530 |
| CalWORKs | 1,408 | 11,308 |
| CMS | 1 | 15 |
| General Relief | 193 | 1,208 |
| Medi-Cal | 45,276 | 317,130 |
| **Total** | **57,750** | **418,191** |

| Periodic Reports Generated | | |
|---|---|---|
| **Program** | **January 2026** | **FYTD** |
| CalFresh | 14,672 | 98,889 |
| CalWORKs | 1,612 | 10,262 |
| General Relief | 0 | 0 |
| Medi-Cal | 15 | 128 |
| **Total** | **16,299** | **109,279** |

| Documents Imaged | |
|---|---|
| **January 2026** | **FYTD** |
| 423,988 | **3,106,308** |

| Tasks Created | |
|---|---|
| **January 2026** | **FYTD** |
| 353,062 | **2,417,322** |

# ACCESS CUSTOMER SERVICE CENTER

| Customer Service | | | | |
|---|---|---|---|---|
| **Month** | **January 2025** | **January 2026** | **Change** | **FYTD** |
| Total Calls | 236,520 | 198,354 | -38,166 | 1,238,752 |
| Abandoned | 3,042 | 6,052 | 3,010 | 17,585 |
| Average Wait Time | 0:36 | 1:37 | 1:01 | 0:42 |

| Community Based Organization (CBO) | | | | |
|---|---|---|---|---|
| **Month** | **January 2025** | **January 2026** | **Change** | **FYTD** |
| Total Calls | 6,813 | 7,825 | 1,012 | 51,220 |
| Abandoned | 67 | 120 | 53 | 477 |
| Average Wait Time | 1:00 | 1:11 | 0:11 | 0:45 |

| Emails Received | |
|---|---|
| **January 2026** | **FYTD** |
| 2,442 | 16,577 |

# FAMILY RESOURCE CENTER VISITS

| **Month** | **January 2025** | **January 2026** | **Change** | **FYTD** |
|---|---|---|---|---|
| Total Tickets Issued | 50,730 | 46,149 | -10% | 337,525 |
| Average Wait Time (min.) | (*-) | (*-) | N/A | |

*\* Due to COVID-19 Waivers, Avg time is not available for January 2026*

FYTD=Fiscal Year To Date

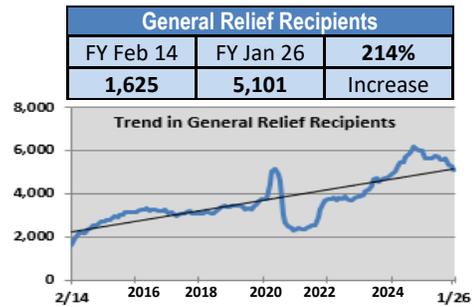# Processing Timeliness
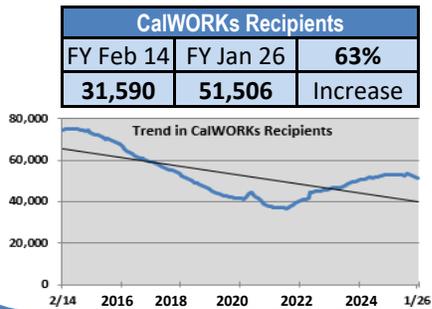## Applications, Periodic Reports, and Renewals
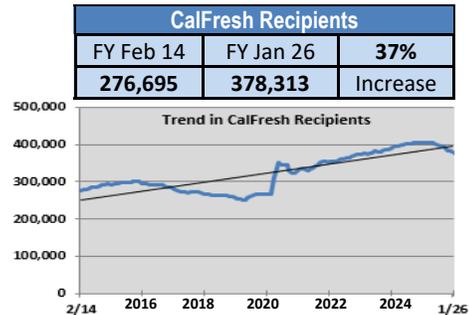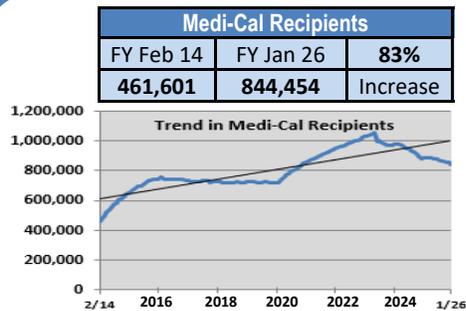
**CalFresh**
- Regular Applications: State required days to disposition = 30 Days
  - San Diego = 18 Days
- Expedited Applications: State required days to disposition = 3 Days
  - San Diego = 2 Days
- Semi-Annual Reporting Timeliness = 94%
- Annual Renewal Timeliness = 92%

**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 = 96%
- Annual Renewal Timeliness = 90%

**Medi-Cal**
- Regular Applications: State required days to disposition = 45 Days
  - San Diego = 23 Days
- Annual Renewal Timeliness = 87%

| Medi-Cal Recipients | | |
|---|---|---|
| FY Feb 14 | FY Jan 26 | **83%** |
| **461,601** | **844,454** | Increase |


Trend in Medi-Cal Recipients

| CalFresh Recipients | | |
|---|---|---|
| FY Feb 14 | FY Jan 26 | **37%** |
| **276,695** | **378,313** | Increase |


Trend in CalFresh Recipients

| CalWORKs Recipients | | |
|---|---|---|
| FY Feb 14 | FY Jan 26 | **63%** |
| **31,590** | **51,506** | Increase |


Trend in CalWORKs Recipients

| General Relief Recipients | | |
|---|---|---|
| FY Feb 14 | FY Jan 26 | **214%** |
| **1,625** | **5,101** | Increase |


Trend in General Relief Recipients

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

| OMVA Service Delivery | January 2026 | FYTD |
|---|---|---|
| Calls Received | 2,888 | 22,693 |
| Calls Received– Average Wait Times | 1:18 | 1:10 |
| In-Person Customer Visits | 1,651 | 13,856 |
| Driver's License Applications | 219 | 450 |
| License Plate Applications | 5 | 1,298 |
| College Fee Waiver Applications | 172 | 4,258 |
| VA Claim Appointments Made | 486 | 3,646 |
| VA Claim Appointments Wait Time (Business Days) | 11 | 12 |
| Community Events | 2 | 11 |
| Contacts Made at Community Events | 75 | 455 |