



# ELIGIBILITY SERVICES BY THE NUMBERS...

March 2026 (Data Month: February 2026)

## PARTICIPANTS

- **CalFresh:** 376,283 recipients, down 7.21% from last year.
  - 117,187 child recipients (0-18), down 10.53% from last year.
  - 99,544 senior recipients (60+), up 0.60% from last year.
- **CalWORKs:** 51,053 recipients, down 3.32% from last year.
  - 37,740 child recipients (0-18), down 2.06% from last year.
  - Welfare-to-Work: 12,417 participants, down 6.51% from last year.
- **CMS:** 4 CMS recipients, down 50.00% from last year.
- **General Relief:** 5,198 recipients, down 8.24% from last year.
- **Medi-Cal:** 835,483 recipients, down 5.67% from last year.
  - 285,083 child recipients (0-18), down 4.44% from last year.
  - 18,681 Medi-Cal Expansion Over 50 Years.

Program	Cases	Recipients	% Change in Recipients		Unduplicated Number of Recipients (February 2025 – February 2026)
			Previous Month	Previous Year	
CalFresh	228,298	376,283	-0.54%	-7.21%	530,930
CalWORKs	18,127	51,053	-0.88%	-3.32%	71,228
CMS	4	4	33.33%	-50.00%	32
General Relief	5,180	5,198	1.90%	-8.24%	15,830
Medi-Cal	492,129	835,483	-1.06%	-5.67%	1,033,416
<b>Total</b>	<b>743,738</b>	<b>1,268,021</b>	<b>-0.89%</b>	<b>-6.05%</b>	<b>1,150,102**</b>

\*Recipients include 325,907 under ACA Medicaid Coverage Expansion (MCE).

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

## PROCESSING

Applications Registered		
Program	February 2026	FYTD
CalFresh	15,446	129,791
CalWORKs	2,309	20,805
CMS	16	192
General Relief	4,211	34,726
Medi-Cal	18,411	131,591
<b>Total</b>	<b>40,393</b>	<b>317,105</b>

Renewals Generated		
Program	February 2026	FYTD
CalFresh	11,265	99,795
CalWORKs	1,453	12,761
CMS	0	15
General Relief	182	1,390
Medi-Cal	48,068	365,198
<b>Total</b>	<b>60,968</b>	<b>479,159</b>

Periodic Reports Generated		
Program	February 2026	FYTD
CalFresh	16,317	115,206
CalWORKs	1,665	11,927
General Relief	0	0
Medi-Cal	17	145
<b>Total</b>	<b>17,999</b>	<b>127,278</b>

Documents Imaged	
February 2026	FYTD
416,532	3,522,840

Tasks Created	
February 2026	FYTD
366,628	2,783,950

## ACCESS CUSTOMER SERVICE CENTER

Customer Service				
Month	February 2025	February 2026	Change	FYTD
Total Calls	211,227	181,662	-29,565	1,420,414
Abandoned	2,353	6,561	4,208	24,146
Average Wait Time	0:29	1:51	1:22	0:51

Community Based Organization (CBO)				
Month	February 2025	February 2026	Change	FYTD
Total Calls	6,173	7,585	1,412	58,805
Abandoned	68	122	54	599
Average Wait Time	0:56	1:30	0:34	0:51

Emails Received	
February 2026	FYTD
2,413	18,990

## FAMILY RESOURCE CENTER VISITS

Month	February 2025	February 2026	Change	FYTD
Total Tickets Issued	43,818	43,016	-2%	380,541
Average Wait Time (min.)	(* -)	(* -)	N/A	

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

## Processing Timeliness Applications, Periodic Reports, and Renewals

### CalFresh

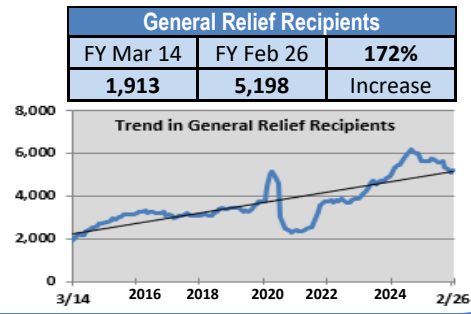
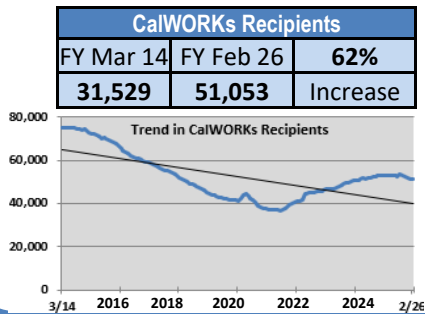
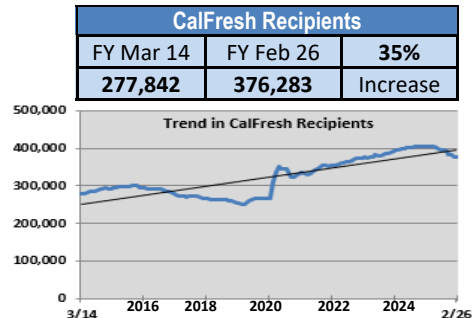
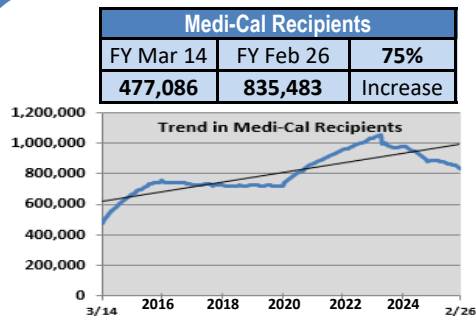
- Regular Applications: State required days to disposition = 30 Days
  - San Diego = 20 Days
- Expedited Applications: State required days to disposition = 3 Days
  - San Diego = 2 Days
- Semi-Annual Reporting Timeliness = 90%
- Annual Renewal Timeliness = 90%

### CalWORKs

- Regular Applications: State required days to disposition = 45 Days
  - San Diego = 18 Days
- Immediate Need: State required days to disposition = 1 Day
  - San Diego = 1 Day
- Semi-Annual Reporting Timeliness = 96%
- Annual Renewal Timeliness = 89%

### Medi-Cal

- Regular Applications: State required days to disposition = 45 Days
  - San Diego = 25 Days
- Annual Renewal Timeliness = 86%



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

OMVA Service Delivery	February 2026	FYTD
Calls Received	2,722	25,415
Calls Received– Average Wait Times	1:12	1:11
In-Person Customer Visits	1,387	15,243
Driver's License Applications	191	641
License Plate Applications	8	1,306
College Fee Waiver Applications	80	4,338
VA Claim Appointments Made	527	4,173
VA Claim Appointments Wait Time (Business Days)	10	12
Community Events	0	11
Contacts Made at Community Events	0	455