

# Medi-Cal Update Post-COVID (and CalWORKs and CalFresh)

July 22, 2024

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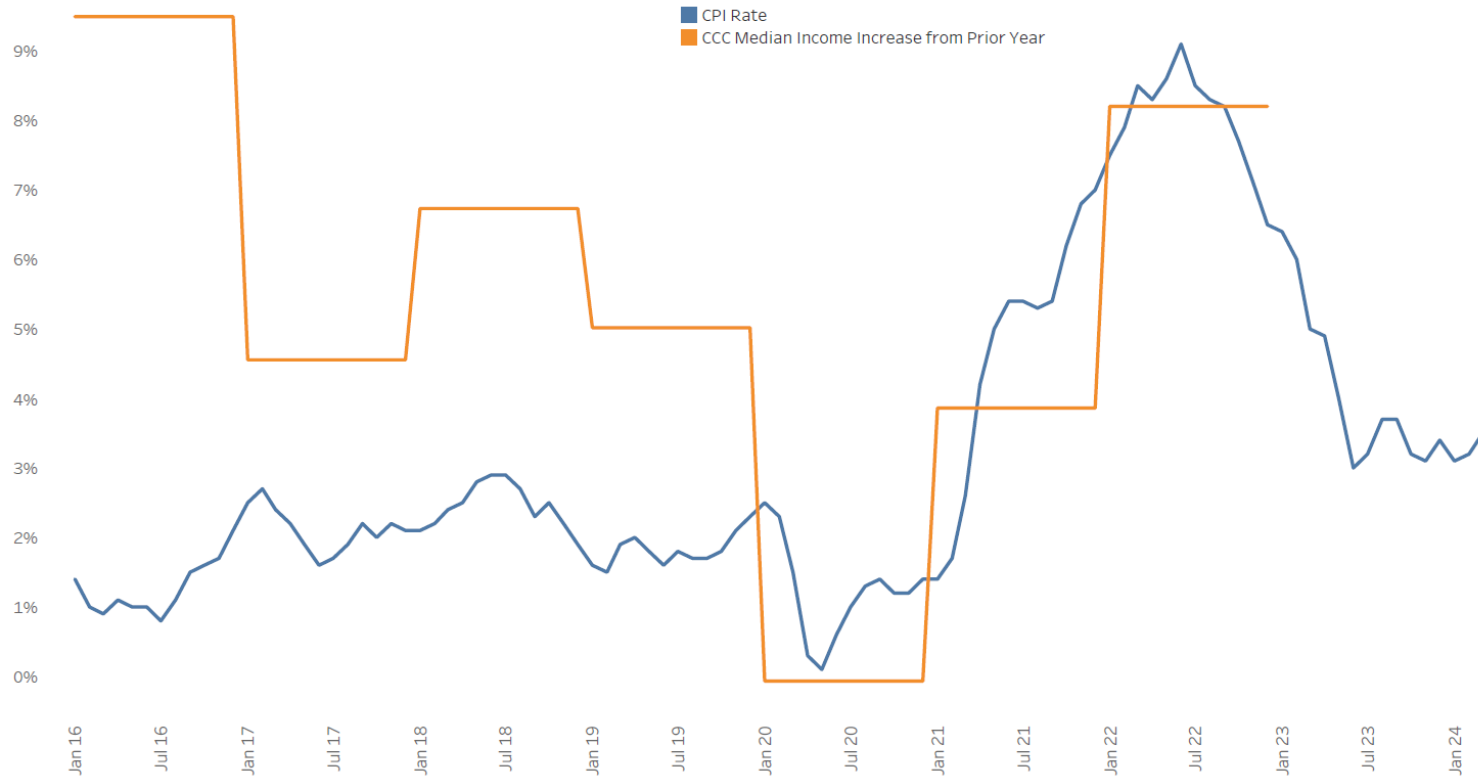
- Community Need
- Service Excellence

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# Community Need

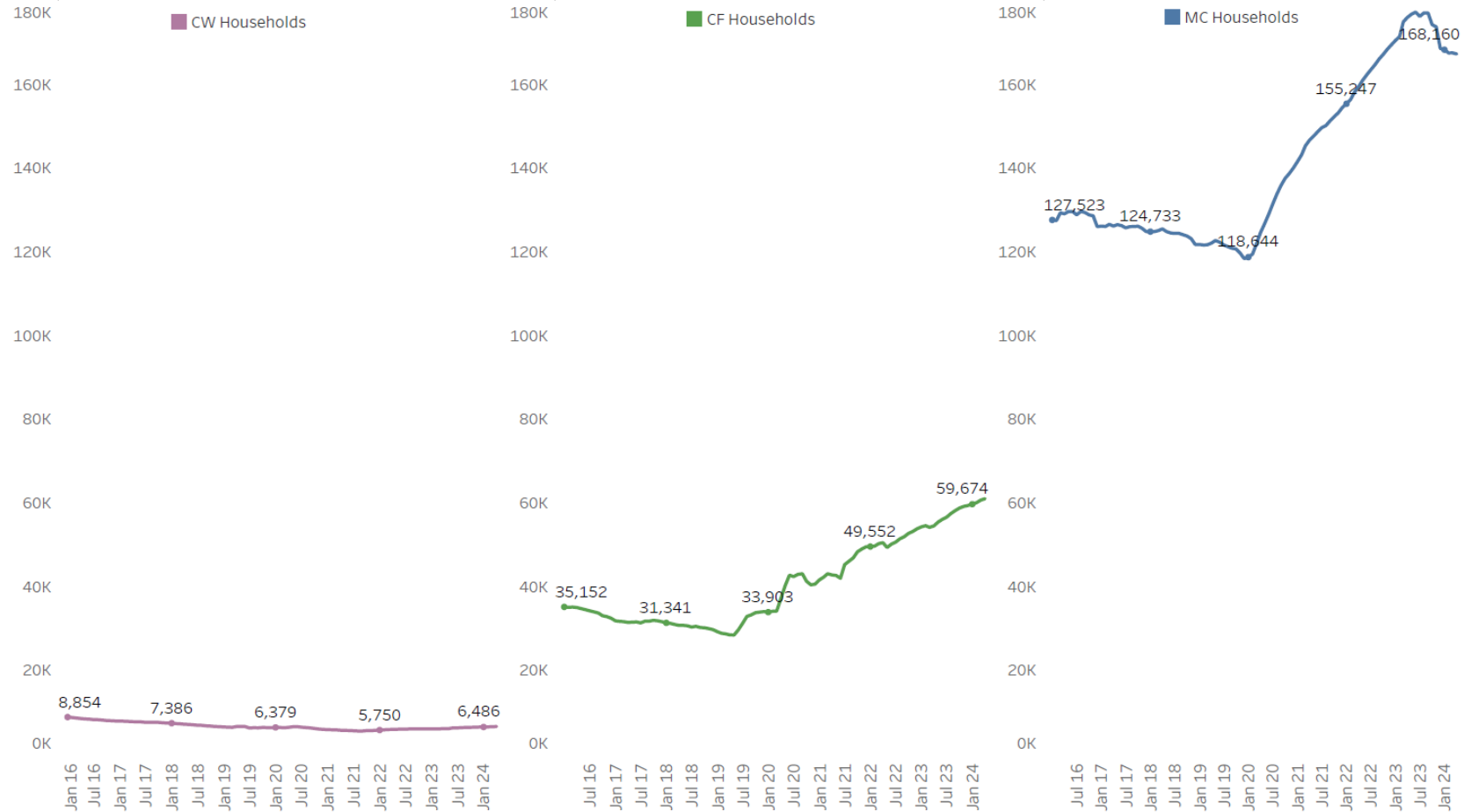
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# Consumer Price Index vs. Median Income Growth January 2016 - April 2024



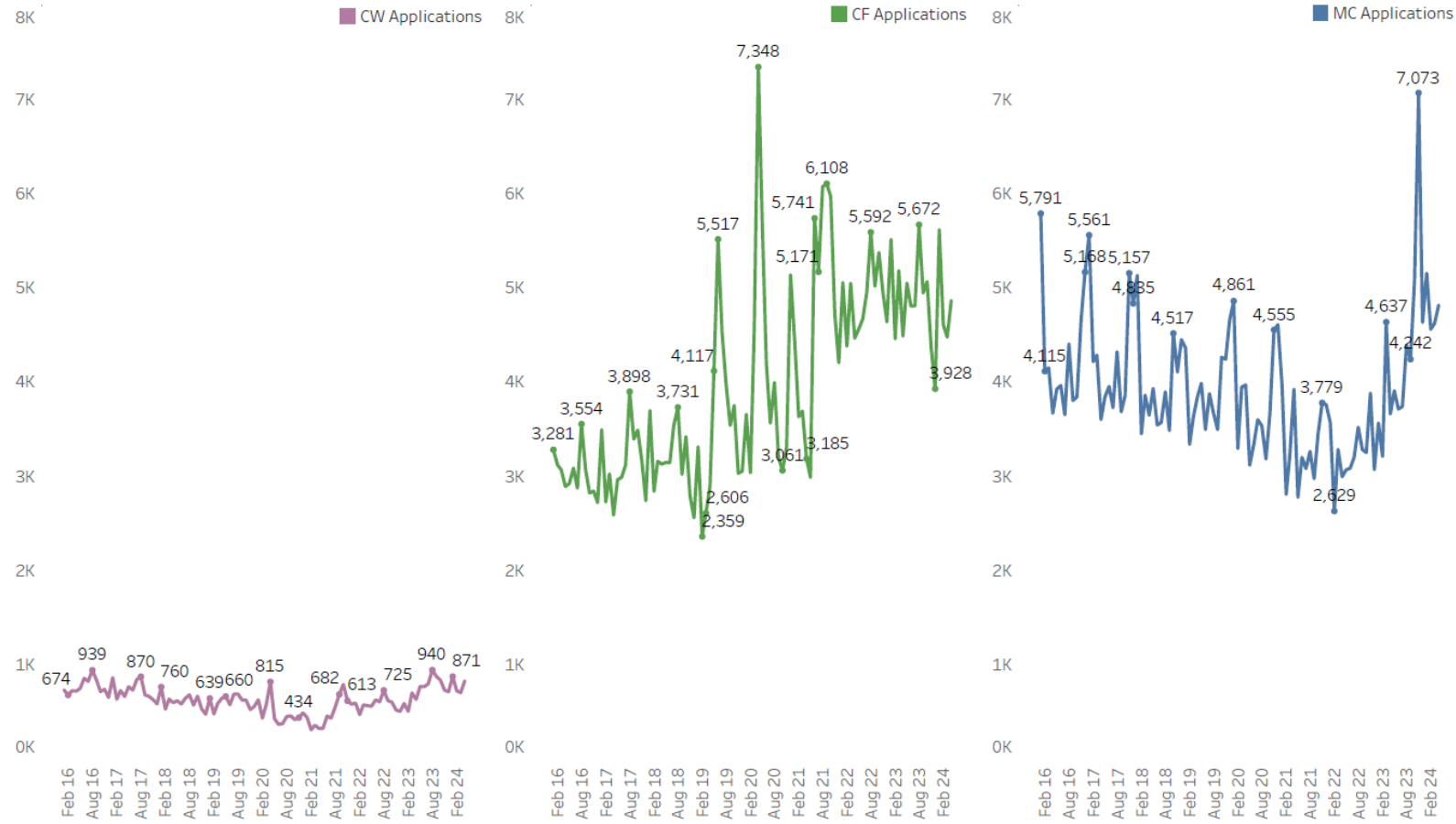
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# CalWORKs, CalFresh, & Medi-Cal Households January 2016 - April 2024



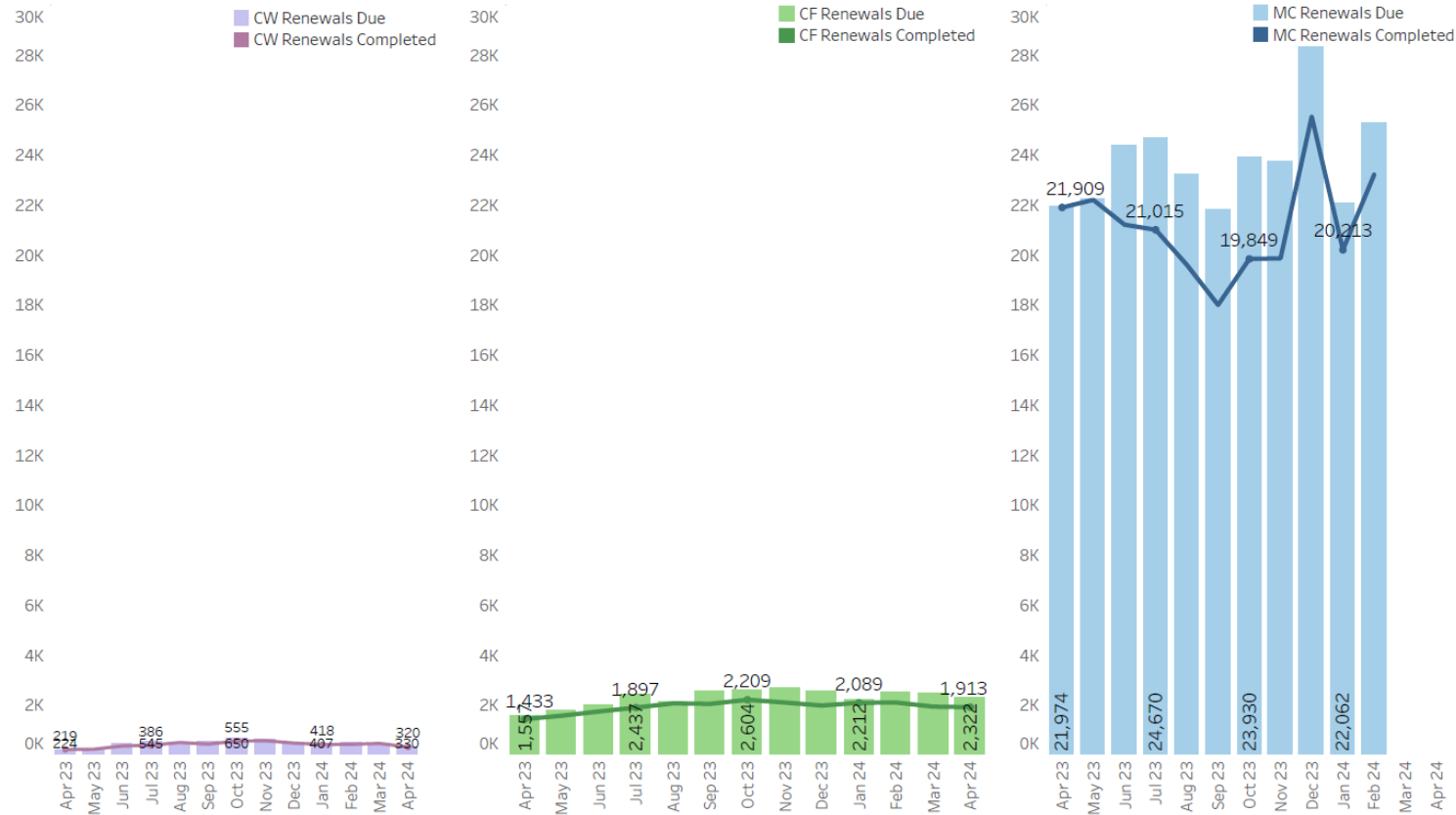
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# CalWORKs, CalFresh, & Medi-Cal Application Trend May 2023 – April 2024



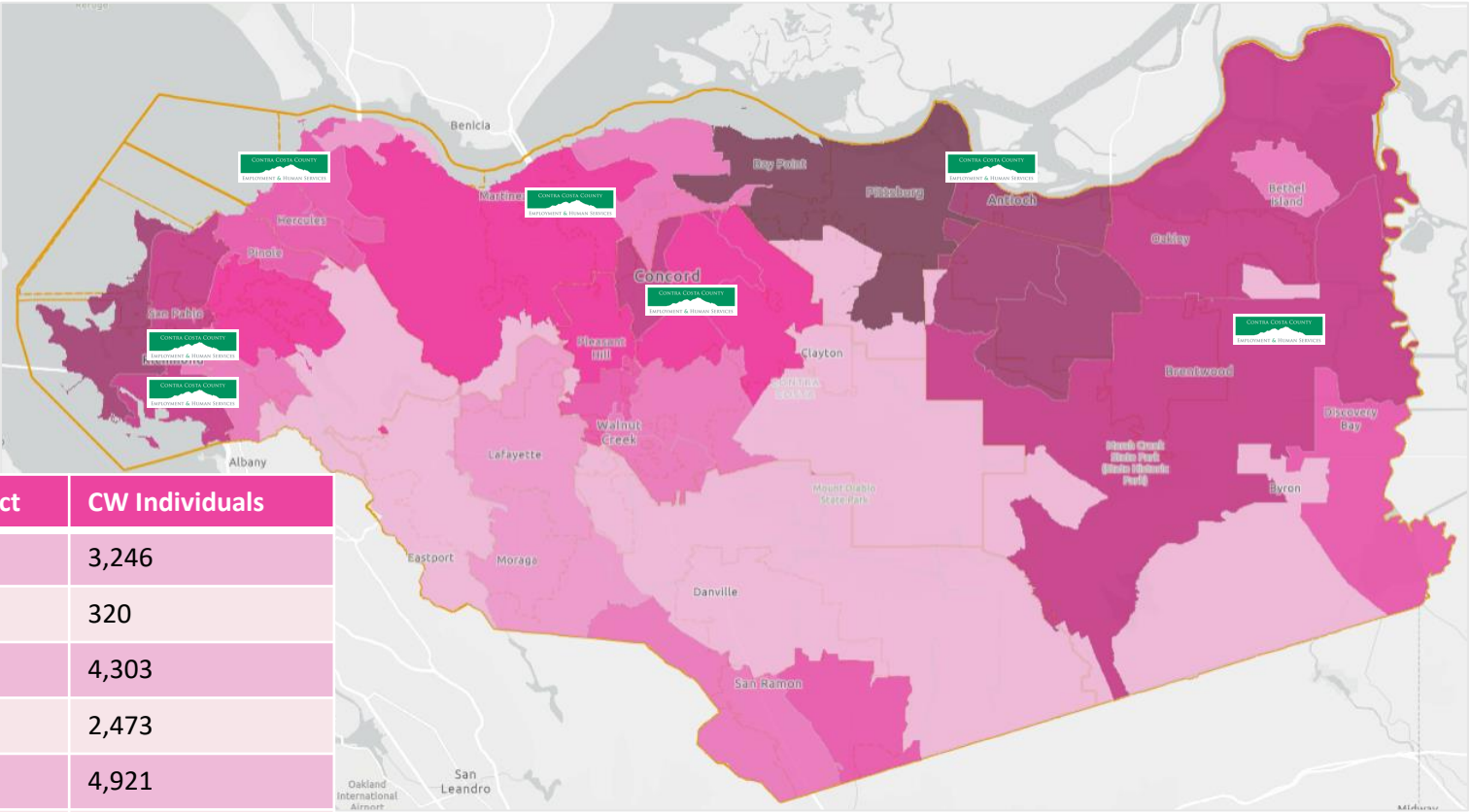
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# CalWORKs, CalFresh, & Medi-Cal Renewals April 2023 – April 2024



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# CalWORKs Individuals by District March 2024

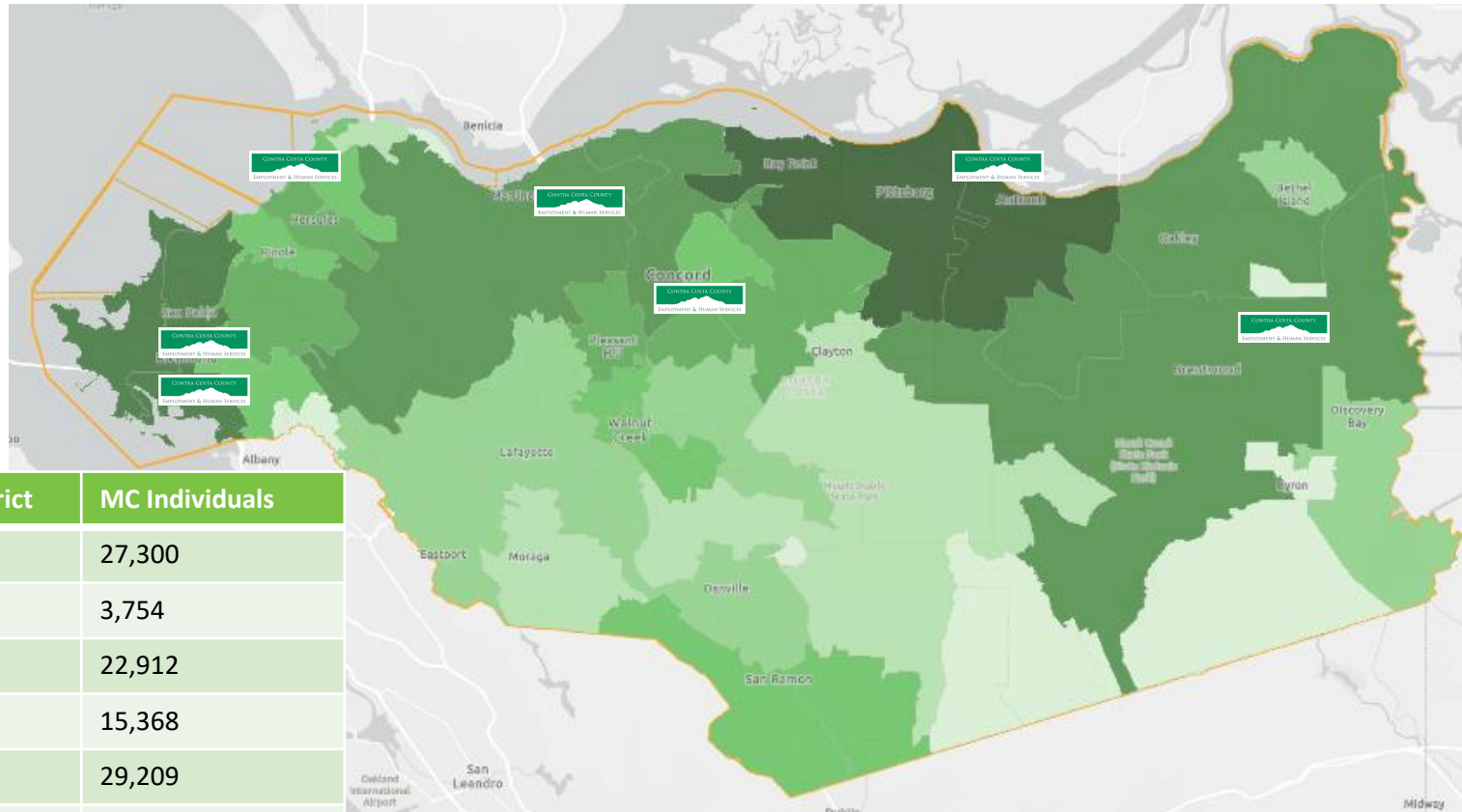


District	CW Individuals
1	3,246
2	320
3	4,303
4	2,473
5	4,921
Not in CCC	802
<b>Total</b>	<b>16,065</b>

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EHSD District Offices



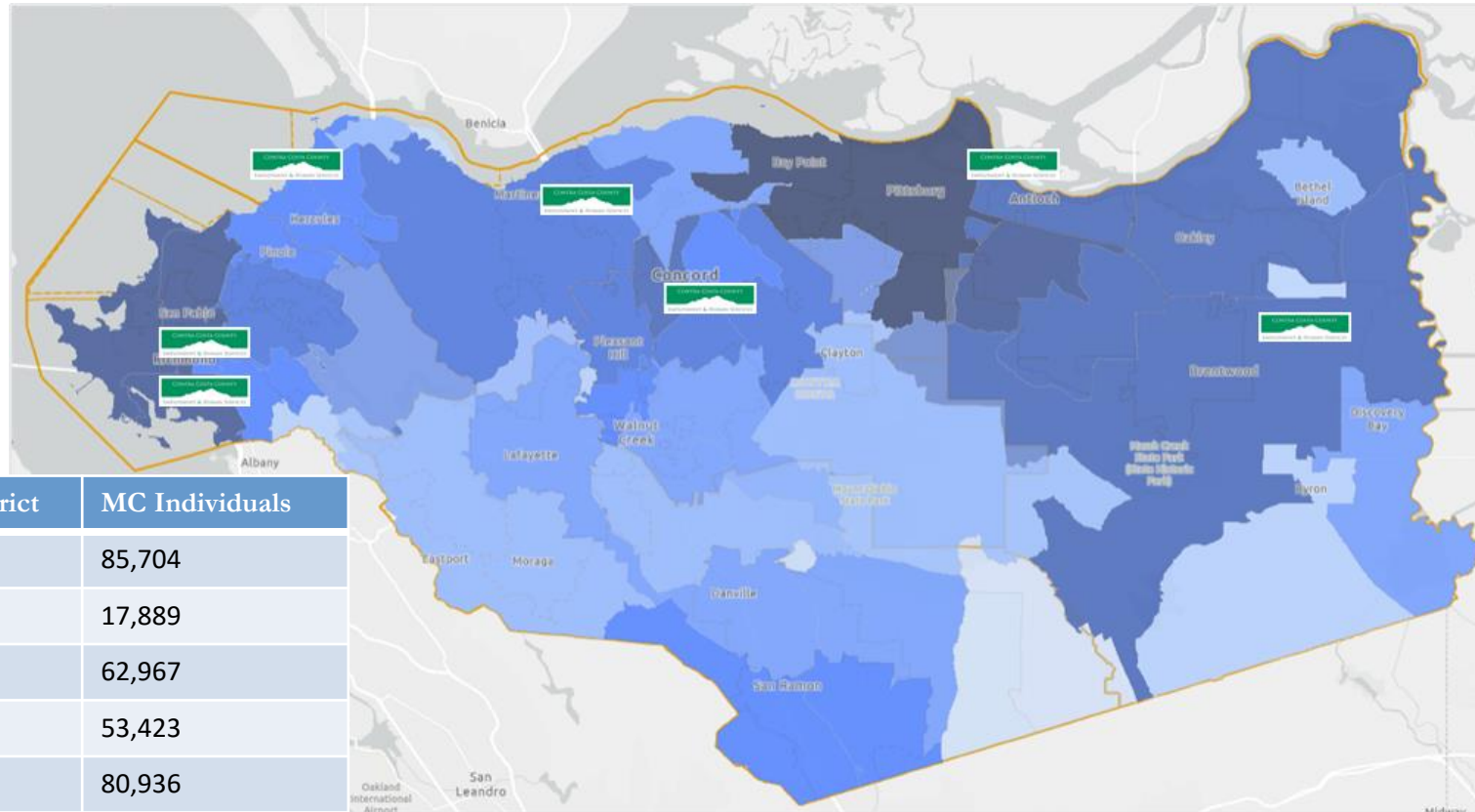
# CalFresh Individuals by District March 2024



District	MC Individuals
1	27,300
2	3,754
3	22,912
4	15,368
5	29,209
Not in CCC	4,541
<b>Total</b>	<b>103,084</b>

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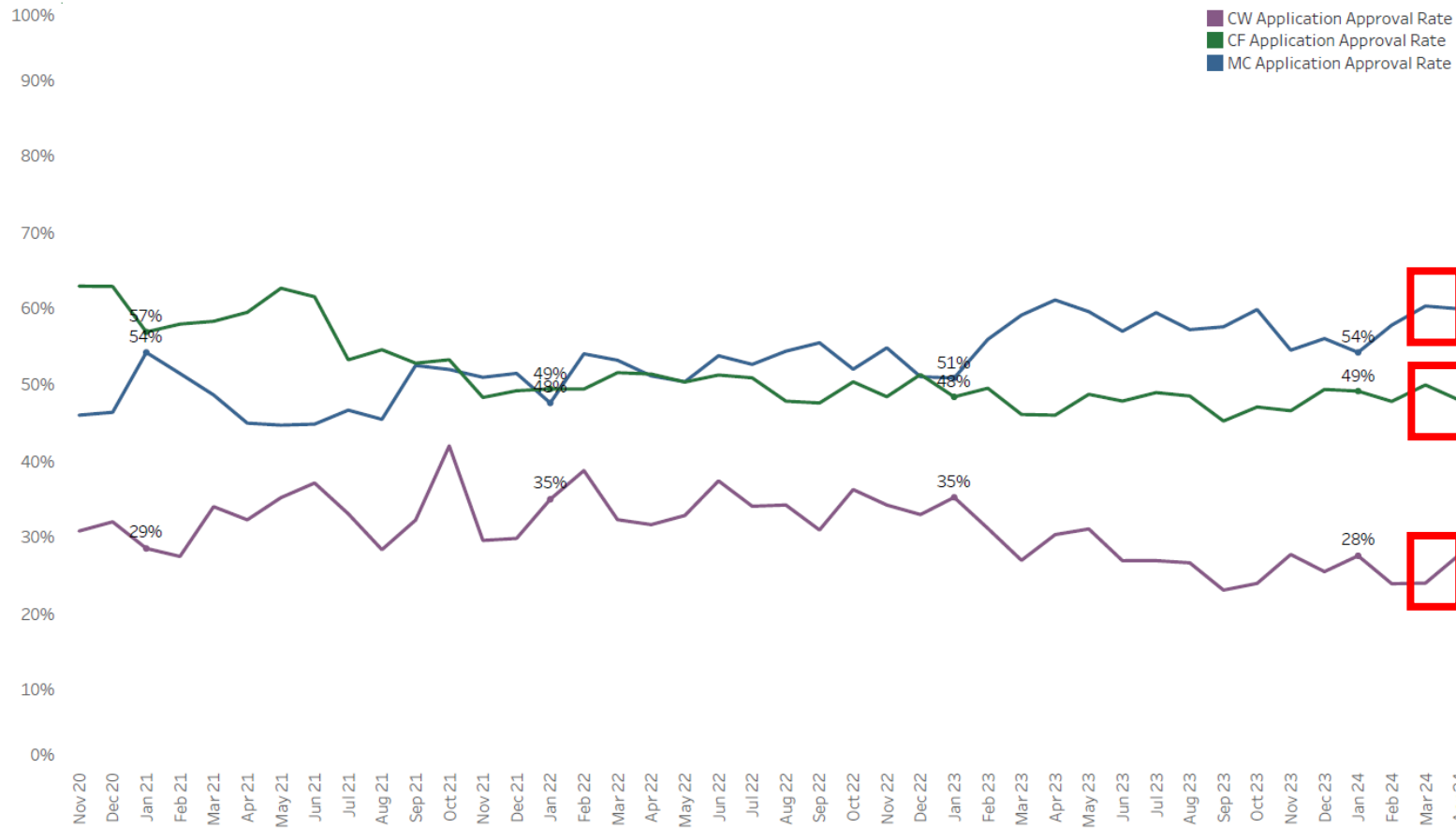
# Medi-Cal Individuals by District March 2024



District	MC Individuals
1	85,704
2	17,889
3	62,967
4	53,423
5	80,936
Not in CCC	6,860
<b>Total</b>	<b>307,779</b>

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# CalWORKs, CalFresh, & Medi-Cal Application Denials November 2020 – April 2024



MC Top Denial Reasons March and April 2024		
Reason	March 2024	April 2024
No Eligible Members	1,176 (53%)	1,087 (50%)
Failed to Complete Application	535 (24%)	529 (24%)
Application Opened in Error	103 (5%)	131 (6%)

CF Top Denial Reasons March and April 2024		
Reason	March 2024	April 2024
Missed Interview	643 (29%)	583 (27%)
Over Income	424 (19%)	403 (19%)
Failed to Complete Application	376 (17%)	396 (19%)

CW Top Denial Reasons March and April 2024		
Reason	March 2024	April 2024
Failed to Complete Application	221 (40%)	166 (32%)
Application Withdrawn by Client	131 (24%)	142 (25%)
Over Income	33 (6%)	25 (4%)

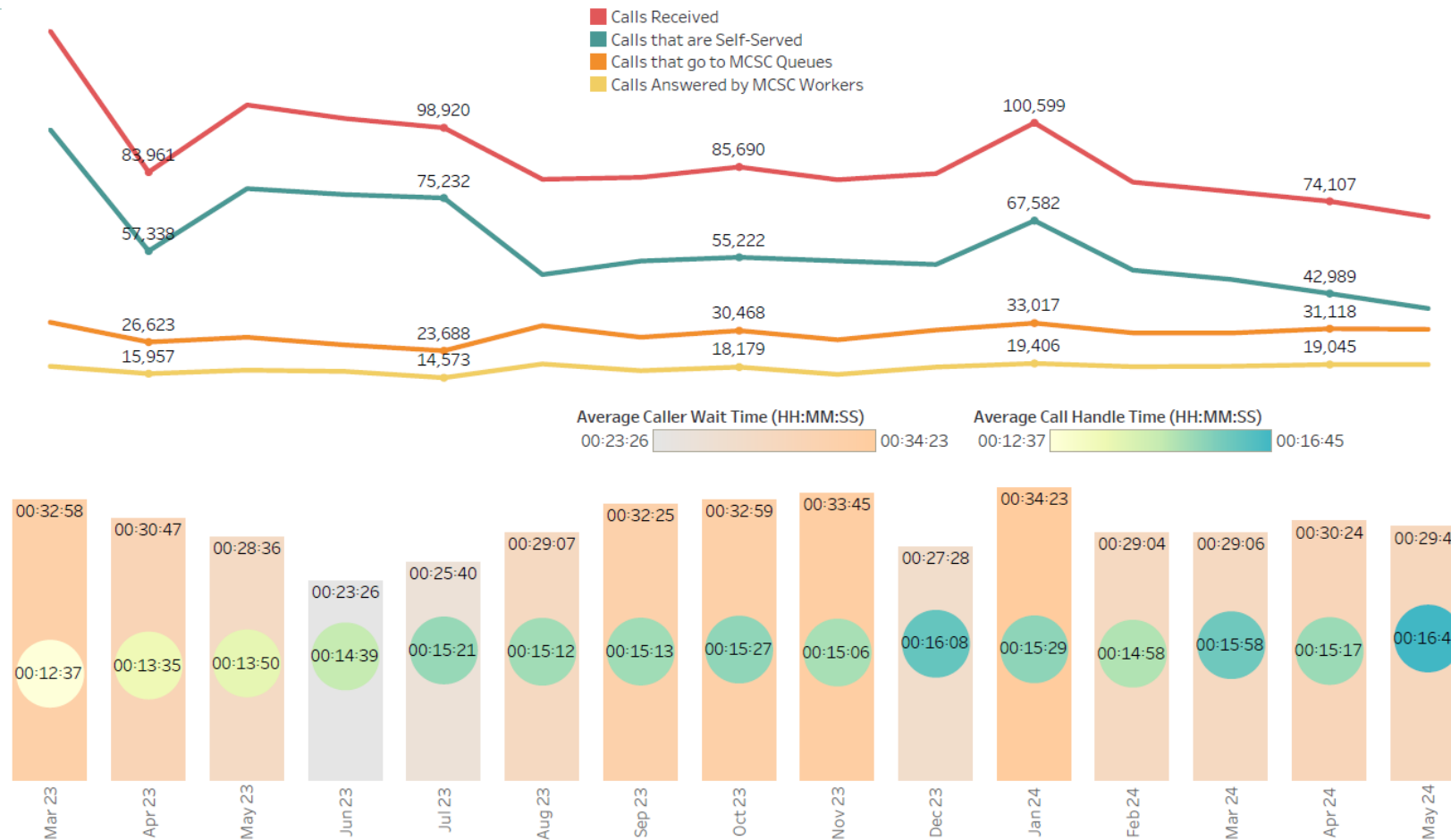
**Note:** Approval Rate is the number of MC approvals divided by the number of CalFresh applications received in each month  
**Data Source:** CalWIN, CalSAWS, and eExemplar Report

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# Service Excellence

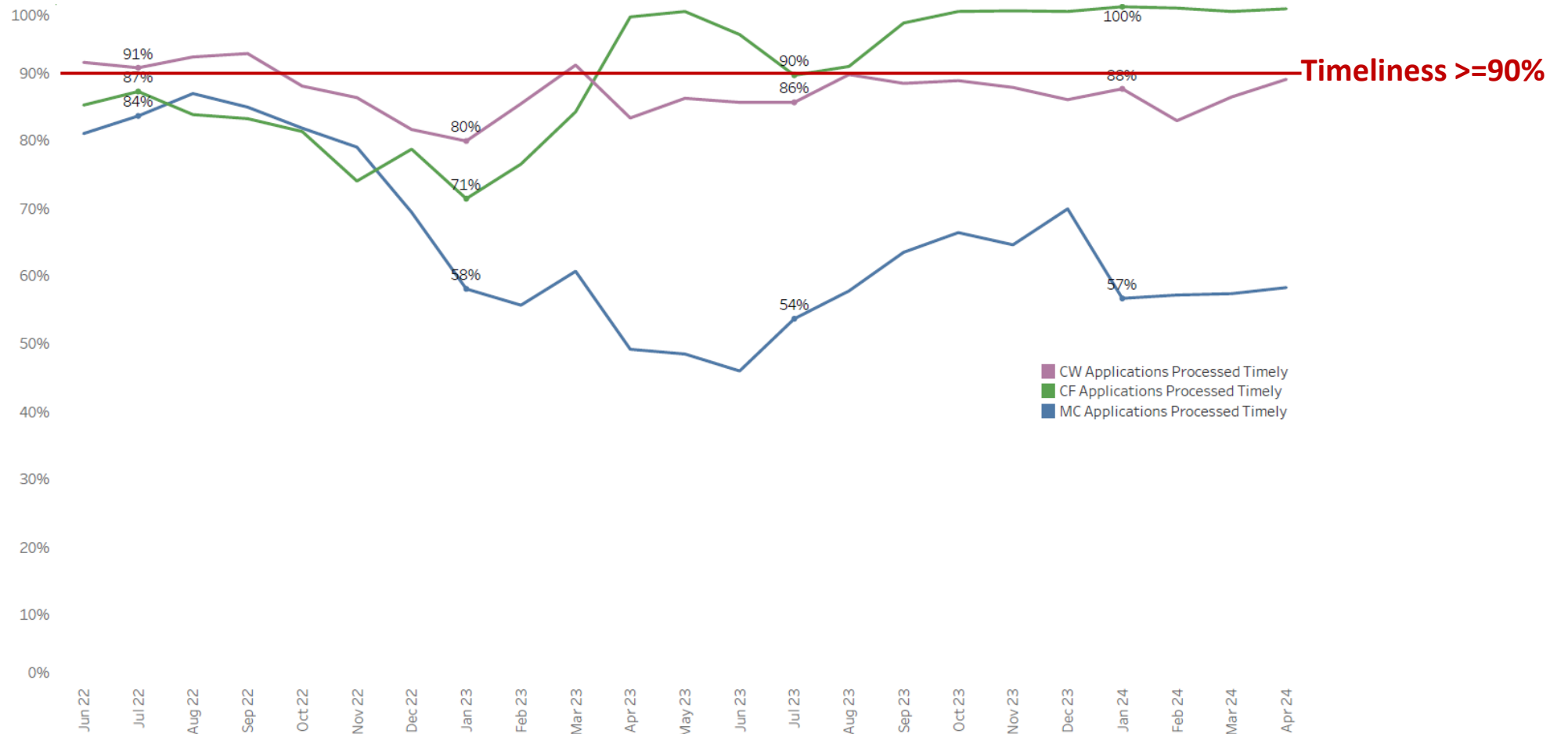
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# Medi-Cal Service Center Calls March 2023 - May 2024



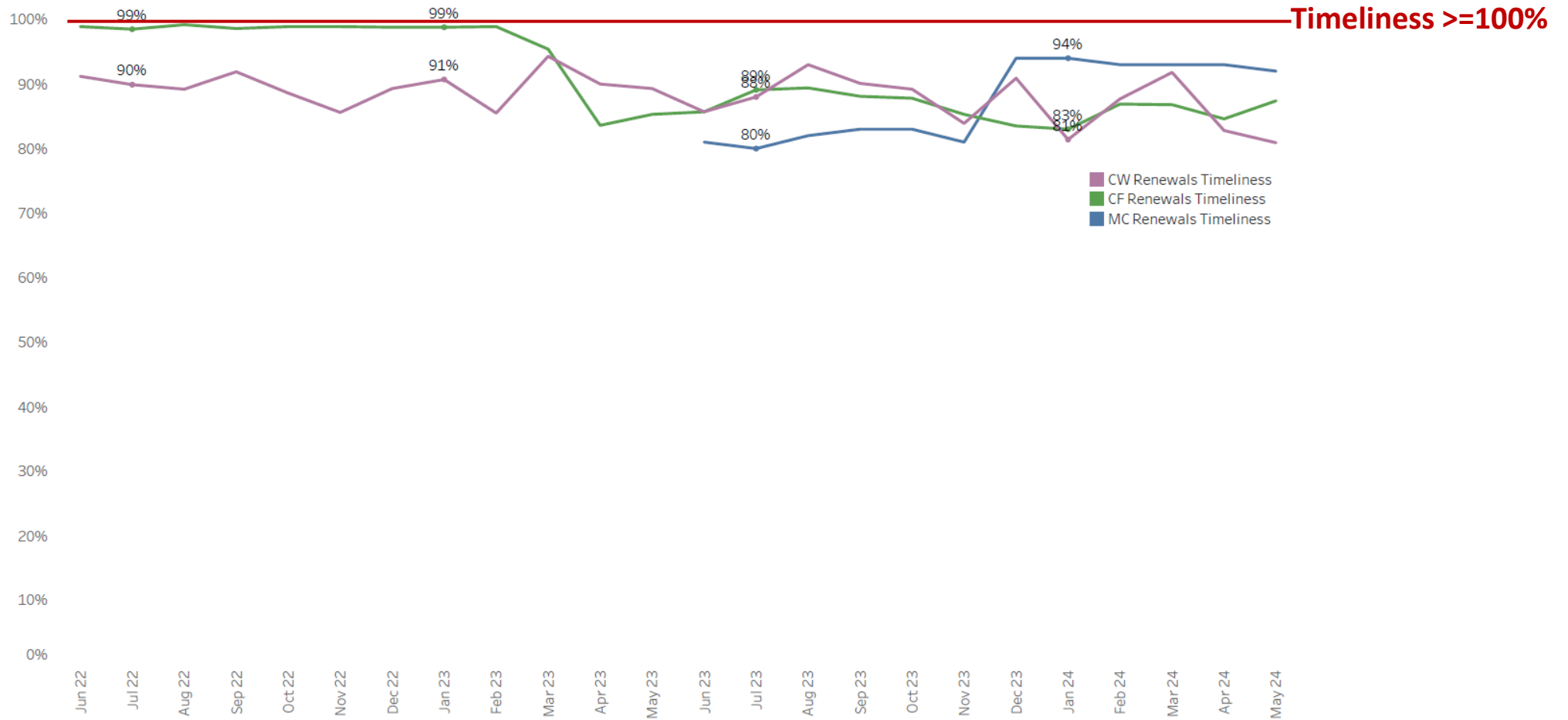
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# CalWORKs, CalFresh, & Medi-Cal Application Processing Timeliness June 2022 - April 2024



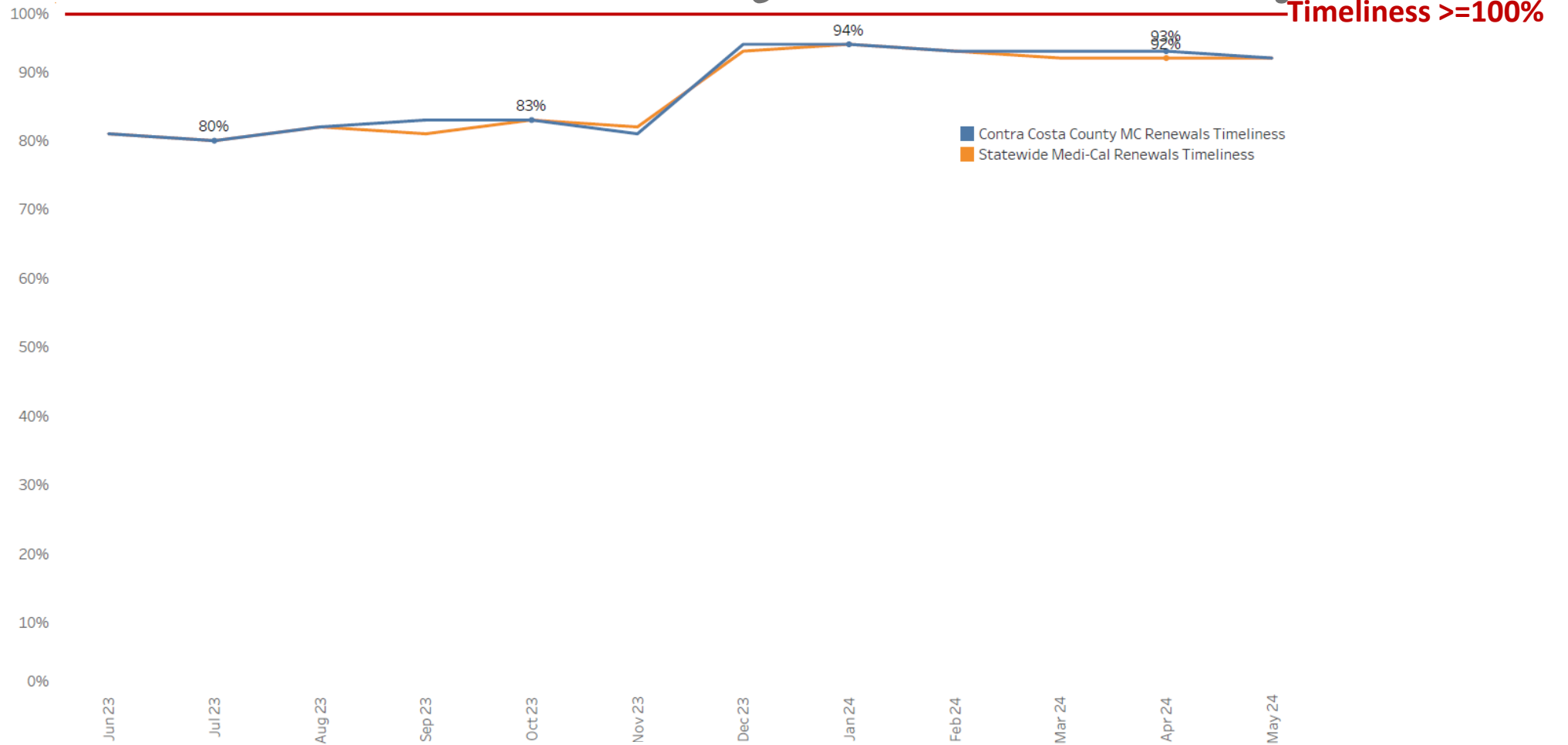
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# CalWORKs, CalWORKs, & Medi-Cal Renewal Processing Timeliness June 2022 - May 2024



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# Medi-Cal Renewal Processing Timeliness Contra Costa vs. Statewide June 2023 - May 2024



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# Thank you Workforce Services Staff for building brighter futures together!



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# Discussion

## **Medi-Cal Update Post-COVID (and CalWORKs and CalFresh)**

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