

# Eligibility Operations Review Tiger Team

SSAB Update  
Nov. 8, 2012

# Tiger Team Update

## ▶ ACCESS

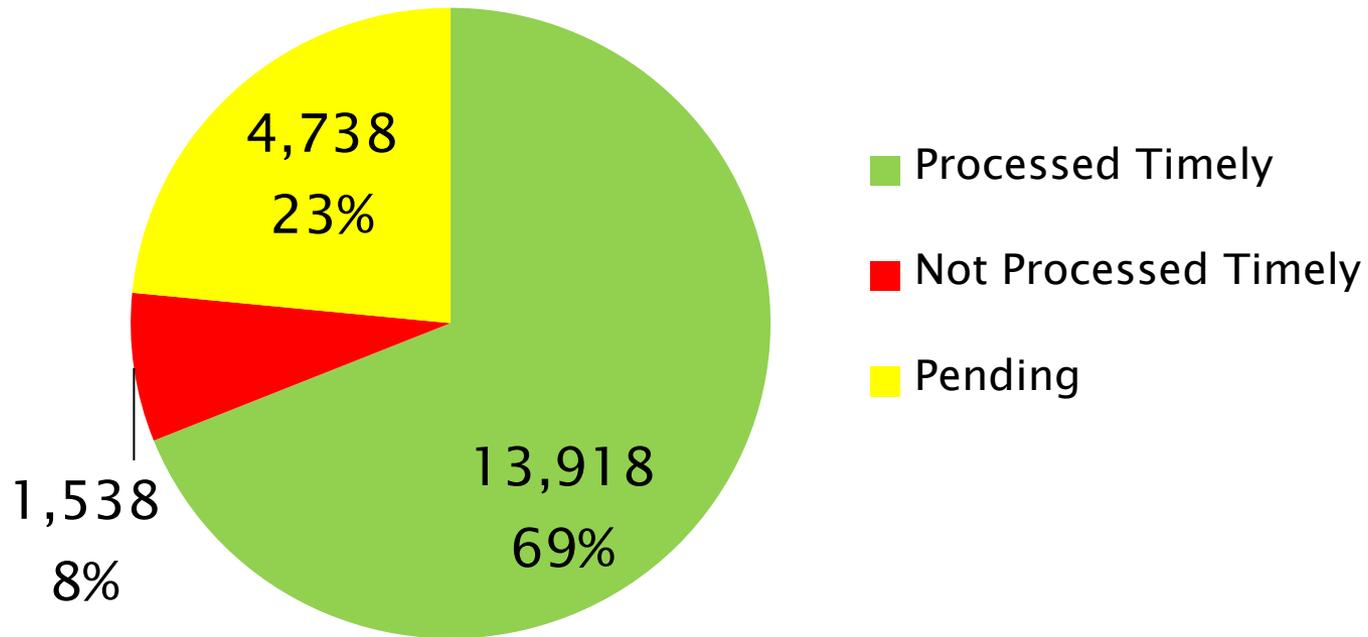
- Wait Time 17:02 in Oct. 2012 – down from 38:54 in Oct. 2011.
- Served 44,150 calls in Oct. 2012 – 9,631 more calls than Oct. 2011.

## ▶ Continuing Eligibility Pilot

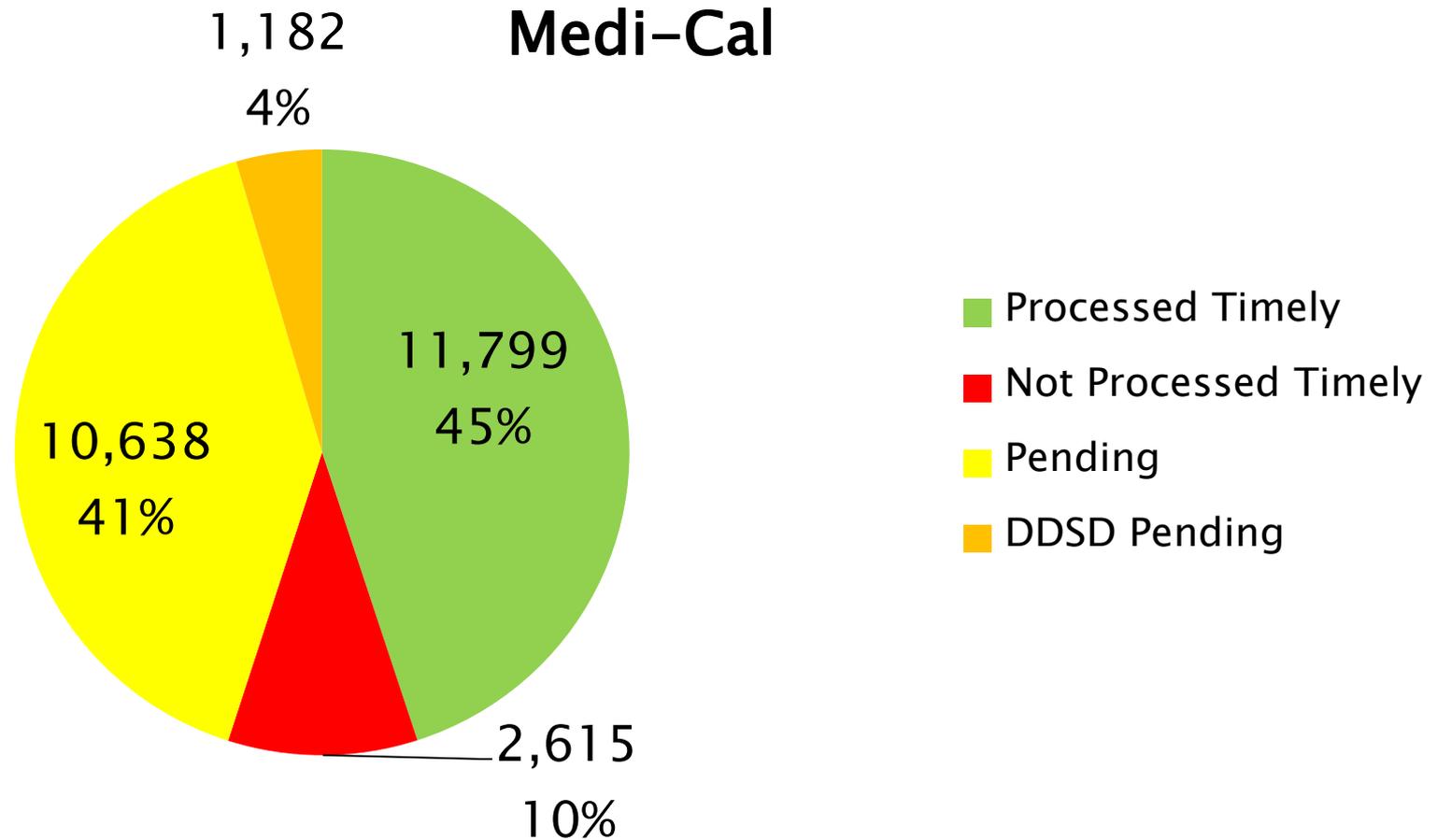
- Three offices will pilot revised process
- Goals: increase flexibility in staff utilization to meet customer needs
- Anticipated benefits include: reduced calls to ACCESS, unnecessary office visits, improved processing.
- 90-day pilot and evaluation

# Application Processing

## CalFresh

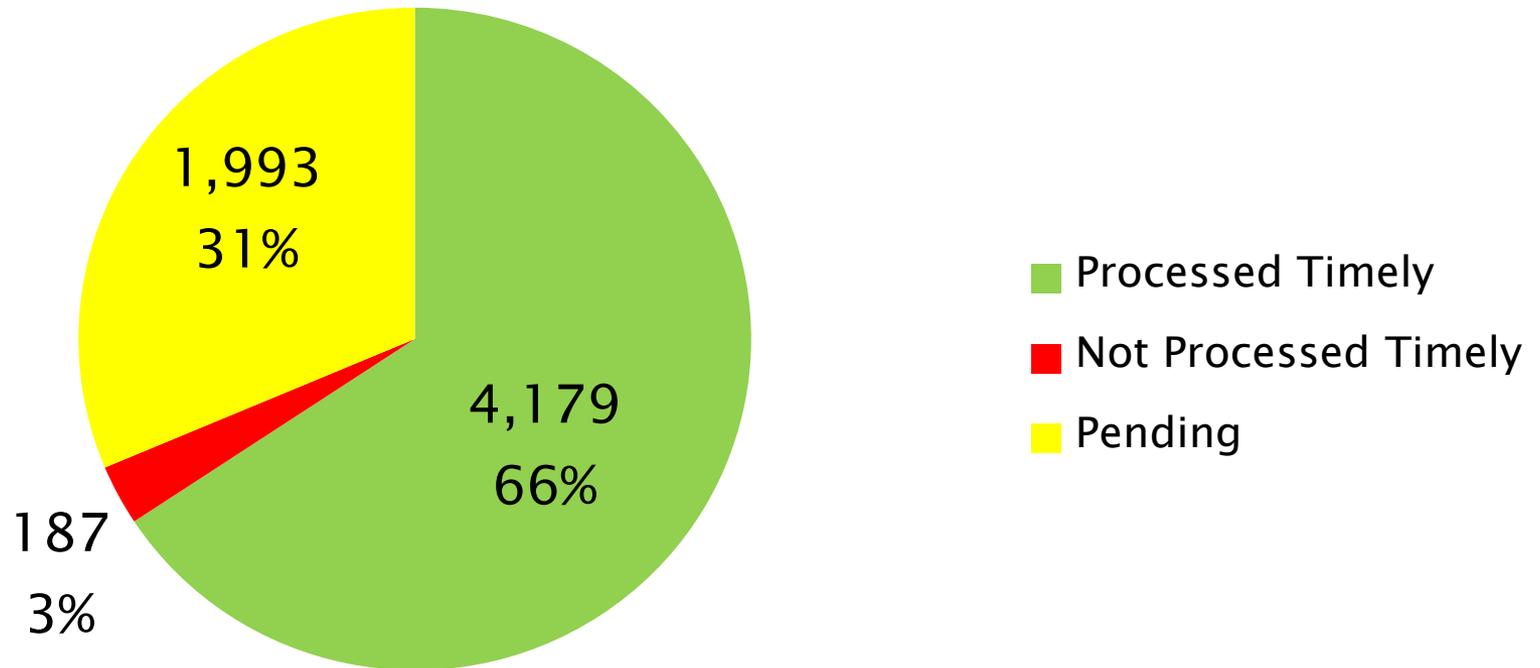


# Application Processing



# Application Processing

## CalWORKs



Questions?