



ELIGIBILITY SERVICES BY THE NUMBERS...

January 2016 (Data Month: December 2015)

PARTICIPANTS

- **CalFresh:** 299,928 recipients, up 1.84% from last year.
 - 144,230 child recipients (0-18), down 0.77% from last year.
 - 22,511 senior recipients (60+), up 15.60% from last year.
- **CalWORKs:** 68,153 recipients, down 8.21% from last year.
 - 52,039 child recipients (0-18), down 8.13% from last year.
 - Welfare-to-Work: 12,893 participants, up 0.12% from last year.
- **CMS:** 85 CMS recipients, down 59.33% from last year.
- **General Relief:** 3,168 recipients, up 21.85% from last year.
- **Medi-Cal:** 744,578 recipients, up 18.02% from last year.
 - 309,762 child recipients (0-18), up 6.17% from last year.

Program	Cases	Recipients	% Change in Recipients		Unduplicated Number of Recipients (Dec 2014 – Dec 2015)
			Previous Month	Previous Year	
CalFresh	145,245	299,928	-0.10%	1.84%	419,154
CalWORKs	27,121	68,153	-0.87%	-8.21%	104,165
CMS	85	85	-5.56%	-59.33%	434
General Relief	3,161	3,168	0.54%	21.85%	9,301
Medi-Cal	402,820	744,578	0.88%	18.02%	875,643
TOTAL	578,432	1,115,912	0.51%	11.32%	

PROCESSING

Applications Registered		
Program	Dec 2015	FYTD
CalFresh	9,902	63,196
CalWORKs	2,755	18,866
CMS	841	4,923
General Relief	1,738	10,879
MediCal	22,868	90,632
Total	38,104	188,496

Recertifications		
Program	Dec 2015	FYTD
CalFresh	10,131	55,760
CalWORKs	1,949	11,911
CMS	26	157
General Relief	89	489
MediCal	14,976	45,278
Total	27,171	113,595

Periodic Reports		
Program	Dec 2015	FYTD
CalFresh	9,207	51,129
CalWORKs	1,549	8,589
General Relief	1,821	11,250
MediCal	346	3,367
Total	12,923	74,335

Documents Imaged	
Dec 2015	FYTD
568,531	3,251,240

ACCESS CUSTOMER SERVICE CENTER

Month	December 2014	December 2015	Change
Total Calls	92,703	102,200	9,497
Answered	67,508	74,214	6,706
Self-Service	8,351	16,175	7,824
Transferred Out	2,235	2,617	382
Abandoned	14,609	9,194	-5,415
Average Wait Time(min)	14:10	6:45	-7:25

FAMILY RESOURCE CENTER VISITS

Month	December 2015	FYTD
Total Tickets Issued	75,087	395,720

Month	December 2014	December 2015	Change
Average Wait Time (min.)	28.43	21.78	-6.65

Eligibility Applications Average Days to Disposition (December 2015)

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 = 1 Day

CalWORKs

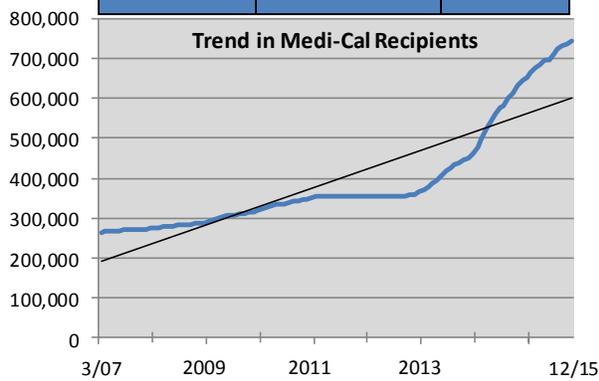
- Regular Applications: State required days to disposition = 45 Days
 - San Diego = 18 Days
- Immediate Need: State required days to disposition = 1 Day
 - San Diego = 1 Day

Medi-Cal

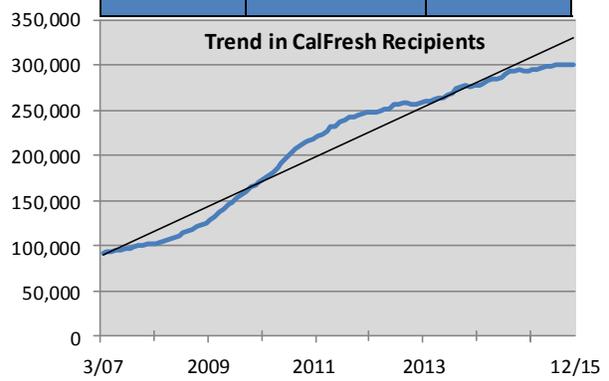
- Regular Applications: State required days to disposition = 45 Days
 - San Diego = 24 Days

Program Recipients Trend

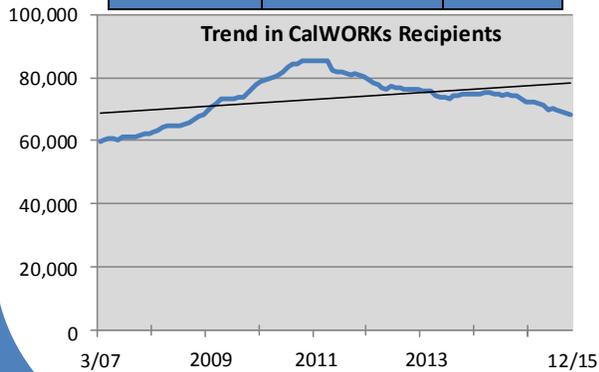
Medi-Cal Recipients		
FY March 07	FY December 15	181%
265,130	744,578	Increase



CalFresh Recipients		
FY March 07	FY December 15	226%
91,939	299,928	Increase



CalWORKs Recipients		
FY March 07	FY December 15	14%
59,672	68,153	Increase



General Relief Recipients		
FY March 07	FY December 15	413%
618	3,168	Increase

