



ELIGIBILITY SERVICES BY THE NUMBERS...

April 2018 (Data Month: March 2018)

PARTICIPANTS

- **CalFresh:** 265,991 recipients, down 3.94% from last year.
 - 123,095 child recipients (0-18), down 6.08% from last year.
 - 26,896 senior recipients (60+), up 6.71% from last year.
- **CalWORKs:** 51,962 recipients, down 11.38% from last year.
 - 41,619 child recipients (0-18), down 9.28% from last year.
 - Welfare-to-Work: 7,544 participants, down 20.04% from last year.
- **CMS:** 37 CMS recipients, down 13.95% from last year.
- **General Relief:** 3,114 recipients, down 0.19% from last year.
- **Medi-Cal:** 725,514 recipients, down 0.75% from last year.
 - 283,622 child recipients (0-18), down 2.93% from last year.

Program	Cases	Recipients	% Change in Recipients		Unduplicated Number of Recipients (Mar 2017-Mar 2018)
			Previous Month	Previous Year	
CalFresh	132,622	265,991	0.00%	-3.94%	393,076
CalWORKs	20,516	51,962	-1.01%	-11.38%	81,789
CMS	37	37	-13.95%	-13.95%	197
General Relief	3,108	3,114	0.91%	-0.19%	9,517
Medi-Cal	387,883	725,514	0.05%	-0.75%	930,891
TOTAL	544,166	1,046,618	-0.02%	-2.16%	971,363

*Recipients include 238,493 under ACA Medicaid Coverage Expansion.

PROCESSING

Applications Registered		
Program	March 2018	FYTD
CalFresh	12,033	115,024
CalWORKs	2,171	22,477
CMS	788	7,152
General Relief	1,821	16,196
Medi-Cal	13,063	135,550
Total	29,876	296,399

Renewals Generated		
Program	March 2018	FYTD
CalFresh	6,533	60,899
CalWORKs	1,718	15,285
CMS	14	138
General Relief	102	913
Medi-Cal	27,186	253,191
Total	35,553	330,426

Periodic Reports Generated		
Program	March 2018	FYTD
CalFresh	11,881	101,903
CalWORKs	1,101	10,030
General Relief	1,811	16,350
Medi-Cal	43	595
Total	14,836	128,878

Documents Imaged	
March 2018	FYTD
559,178	4,913,987

Tasks Created	
March 2018	FYTD
350,291	797,793

ACCESS CUSTOMER SERVICE CENTER

Month	March 2017	March 2018	Change	FYTD
Total Calls	95,289	97,310	2,021	834,593
Answered	72,622	69,494	-3,128	602,849
Self-Service	11,947	18,380	6,433	144,914
Transferred Out	470	446	-24	3,762
Abandoned	10,250	8,544	-1,706	82,622
Average Wait Time	8:10	7:24	-0:46	8:26

FAMILY RESOURCE CENTER VISITS

Month	March 2017	March 2018	Change	FYTD
Total Tickets Issued	94,922	77,404	-22.63%	768,428
Average Wait Time (min.)	20.08	17.59	-2.49	

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 = 87.54%
- Annual Renewal Timeliness = 99.92%

CalWORKs

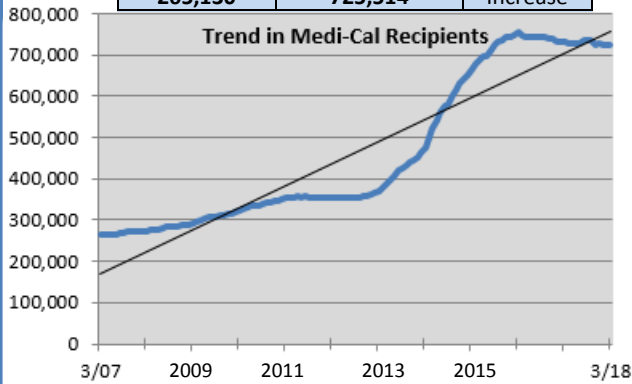
- Regular Applications: State required days to disposition = 45 Days
 - San Diego = 19 Days
- Immediate Need: State required days to disposition = 1 Day
 - San Diego = 1 Day
- Semi-Annual Reporting Timeliness = 86.04%
- Annual Renewal Timeliness = 99.87%

Medi-Cal

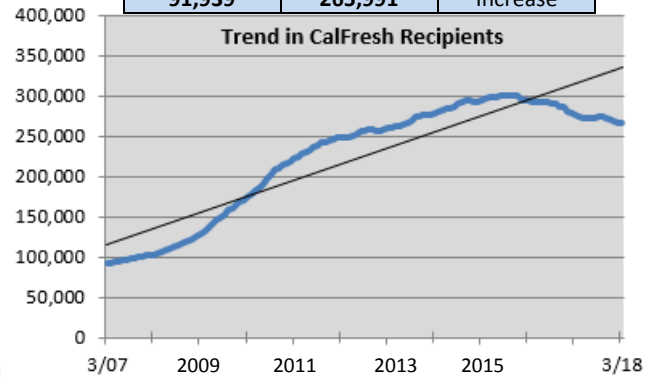
- Regular Applications: State required days to disposition = 45 Days
 - San Diego = 27 Days
- Annual Renewal Timeliness = 97.84%

Program Recipients Trend

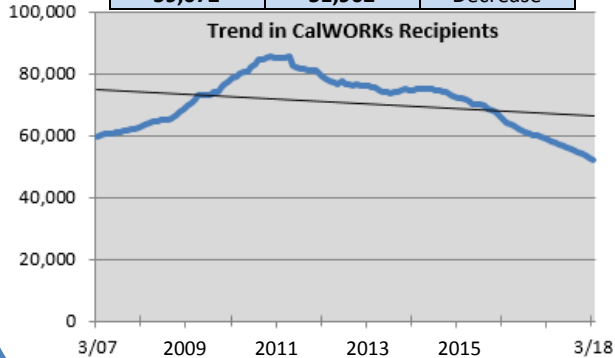
Medi-Cal Recipients		
FY March 07	FY Mar 18	174%
265,130	725,514	Increase



CalFresh Recipients		
FY March 07	FY Mar 18	189%
91,939	265,991	Increase



CalWORKs Recipients		
FY March 07	FY Mar 18	13%
59,672	51,962	Decrease



General Relief Recipients		
FY March 07	FY Mar 18	404%
618	3,114	Increase

