



ELIGIBILITY SERVICES BY THE NUMBERS...

December 2019 *(Data Month: November 2019)*

PARTICIPANTS

- **CalFresh:** 266,558 recipients, up 2.01% from last year.
 - 106,211 child recipients (0-18), down 10.44% from last year.
 - 45,597 senior recipients (60+), up 61.11% from last year.
- **CalWORKs:** 41,704 recipients, down 11.69% from last year.
 - 34,112 child recipients (0-18), down 10.31% from last year.
 - Welfare-to-Work: 5,304 participants, down 21.28% from last year.
- **CMS:** 51 CMS recipients, up 37.84% from last year.
- **General Relief:** 3,535 recipients, up 3.12% from last year.
- **Medi-Cal:** 722,919 recipients, up 0.21% from last year.
 - 262,294 child recipients (0-18), down 5.92% from last year.

Program	Cases	Recipients	% Change in Recipients		Unduplicated Number of Recipients (November 2018-November 2019)
			Previous Month	Previous Year	
CalFresh	144,280	266,558	0.03%	2.01%	393,088
CalWORKs	16,723	41,704	-0.74%	-11.69%	65,586
CMS	51	51	13.33%	37.84%	169
General Relief	3,528	3,535	3.67%	3.12%	10,209
Medi-Cal	385,670	722,919	-1.00%	0.21%	913,248
TOTAL	550,252	1,034,767	-0.71%	0.13%	969,445

*Recipients include 233,155 under ACA Medicaid Coverage Expansion.

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

PROCESSING

Applications Registered		
Program	November 2019	FYTD
CalFresh	11,602	71,771
CalWORKs	2,018	12,088
CMS	423	2,816
General Relief	1,781	9,641
Medi-Cal	16,990	73,049
Total	32,814	169,365

Renewals Generated		
Program	November 2019	FYTD
CalFresh	5,902	33,552
CalWORKs	1,237	7,158
CMS	11	59
General Relief	161	594
Medi-Cal	34,211	168,906
Total	41,522	210,269

Periodic Reports Generated		
Program	November 2019	FYTD
CalFresh	10,746	55,473
CalWORKs	856	4,131
General Relief	1,962	9,522
Medi-Cal	30	155
Total	13,594	69,281

Documents Imaged	
November 2019	FYTD
444,181	2,610,392

Tasks Created	
November 2019	FYTD
326,941	1,882,321

ACCESS CUSTOMER SERVICE CENTER

Customer Service				
Month	November 2018	November 2019	Change	FYTD
Total Calls	113,926	97,442	-16,484	587,466
Abandoned	8,959	3,158	-5,801	36,718
Average Wait Time	9:29	4:47	-4:42	7:26

Community Based Organization (CBO)				
Month	November 2018	November 2019	Change	FYTD
Total Calls	5,391	5,964	573	32,310
Abandoned	271	319	48	2,374
Average Wait Time	2:47	4:34	1:47	6:33

Emails Received	
November 2019	FYTD
4,809	27,130

FAMILY RESOURCE CENTER VISITS

Month	November 2018	November 2019	Change	FYTD
Total Tickets Issued	83,547	76,631	-9.03%	427,656
Average Wait Time (min.)	19.01	18.12	-0.89	

Processing Timeliness Applications, Periodic Reports, and Renewals

CalFresh

- Regular Applications: State required days to disposition = 30 Days
 - San Diego = 19 Days
- Expedited Applications: State required days to disposition = 3 Days
 - San Diego = 2 Days
- Semi-Annual Reporting Timeliness = 86.20%
- Annual Renewal Timeliness = 99.90%

CalWORKs

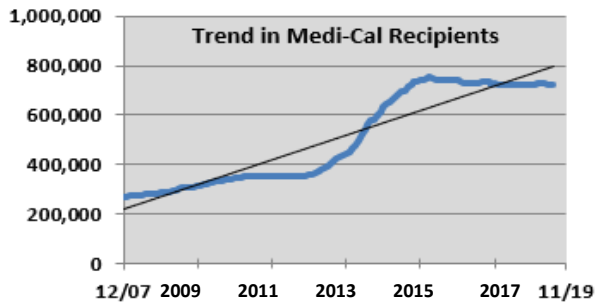
- Regular Applications: State required days to disposition = 45 Days
 - San Diego = 21 Days
- Immediate Need: State required days to disposition = 1 Day
 - San Diego = 1 Day
- Semi-Annual Reporting Timeliness = 85.29%
- Annual Renewal Timeliness = 99.77%

Medi-Cal

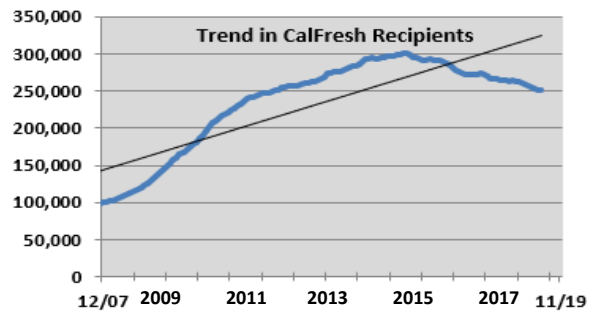
- Regular Applications: State required days to disposition = 45 Days
 - San Diego = 27 Days
- Annual Renewal Timeliness = 97.53%

Program Recipients Trend

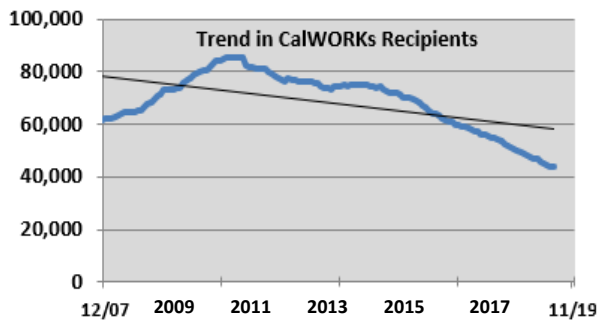
Medi-Cal Recipients		
FY Dec 07	FY Nov 19	166%
272,022	722,919	Increase



CalFresh Recipients		
FY Dec 07	FY Nov 19	165%
100,671	266,558	Increase



CalWORKs Recipients		
FY Dec 07	FY Nov 19	-33%
61,927	41,704	Decrease



General Relief Recipients		
FY Dec 07	FY Nov 19	429%
668	3,535	Increase

