



# ELIGIBILITY SERVICES BY THE NUMBERS...

February 2016 *(Data Month: January 2016)*

## PARTICIPANTS

- **CalFresh:** 296,023 recipients, up 1.14% from last year.
  - 142,135 child recipients (0-18), down 1.33% from last year.
  - 22,523 senior recipients (60+), up 14.55% from last year.
- **CalWORKs:** 67,367 recipients, down 8.09% from last year.
  - 51,288 child recipients (0-18), down 8.49% from last year.
  - Welfare-to-Work: 12,558 participants, down 5.48% from last year.
- **CMS:** 79 CMS recipients, down 53.25% from last year.
- **General Relief:** 3,121 recipients, up 13.99% from last year.
- **Medi-Cal:** 743,066 recipients, up 15.55% from last year.
  - 307,843 child recipients (0-18), up 4.90% from last year.

Program	Cases	Recipients	% Change in Recipients		Unduplicated Number of Recipients (Jan 2015 – Jan 2016)
			Previous Month	Previous Year	
CalFresh	143,504	296,023	-1.30%	1.14%	417,407
CalWORKs	26,675	67,367	-1.15%	-8.09%	103,275
CMS	79	79	-7.06%	-53.25%	429
General Relief	3,107	3,121	-1.48%	13.99%	9,424
Medi-Cal	401,542	743,066	-0.20%	15.55%	889,515
<b>TOTAL</b>	<b>574,907</b>	<b>1,109,656</b>	<b>-0.56%</b>	<b>9.65%</b>	

## PROCESSING

Applications Registered		
Program	Jan 2016	FYTD
CalFresh	10,934	74,130
CalWORKs	2,937	21,803
CMS	760	5,683
General Relief	1,749	12,628
MediCal	19,153	109,785
<b>Total</b>	<b>35,533</b>	<b>224,029</b>

Recertifications		
Program	Jan 2016	FYTD
CalFresh	8,333	64,093
CalWORKs	1,693	13,604
CMS	2	159
General Relief	98	587
MediCal	15,618	60,896
<b>Total</b>	<b>25,744</b>	<b>139,339</b>

Periodic Reports		
Program	Jan 2016	FYTD
CalFresh	8,847	59,976
CalWORKs	1,522	10,111
General Relief	1,883	13,133
MediCal	341	3,708
<b>Total</b>	<b>12,593</b>	<b>86,928</b>

Documents Imaged	
Jan 2016	FYTD
540,835	3,792,075

## ACCESS CUSTOMER SERVICE CENTER

Month	January 2015	January 2016	Change
Total Calls	105,928	105,251	-677
Answered	63,434	74,100	10,666
Self-Service	29,620	17,999	-11,621
Transferred Out	2,313	2,707	394
Abandoned	10,561	10,445	-116
Average Wait Time(min)	15:24	8:15	-7:09

## FAMILY RESOURCE CENTER VISITS

Month	January 2016	FYTD
Total Tickets Issued	76,614	472,334

Month	January 2015	January 2016	Change
Average Wait Time (min.)	28.26	23.40	-4.86

## Eligibility Applications Average Days to Disposition (January 2016)

### CalFresh

- Regular Applications: State required days to disposition = 30 Days
  - San Diego = 21 Days
- Expedited Applications: State required days to disposition = 3 Days
  - San Diego = 1 Day

### CalWORKs

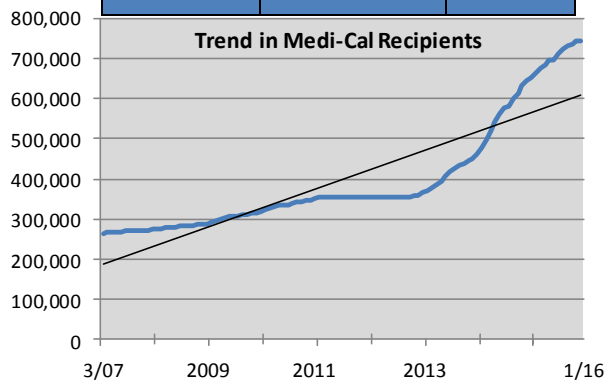
- Regular Applications: State required days to disposition = 45 Days
  - San Diego = 18 Days
- Immediate Need: State required days to disposition = 1 Day
  - San Diego = 1 Day

### Medi-Cal

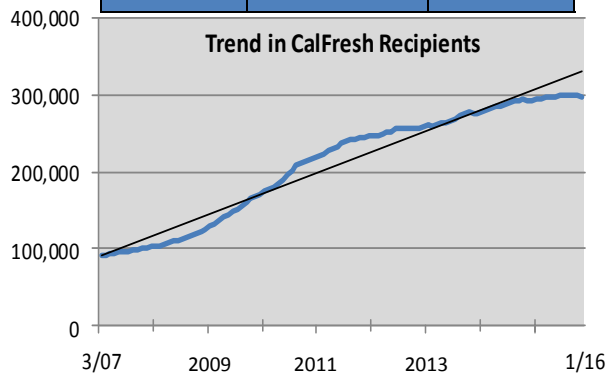
- Regular Applications: State required days to disposition = 45 Days
  - San Diego = 26 Days

## Program Recipients Trend

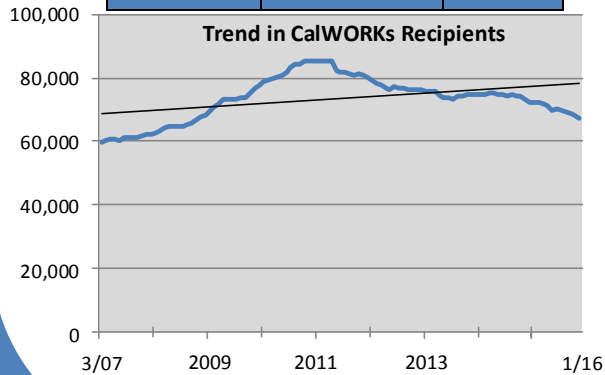
Medi-Cal Recipients		
FY March 07	FY January 16	<b>180%</b>
265,130	743,066	Increase



CalFresh Recipients		
FY March 07	FY January 16	<b>222%</b>
91,939	296,023	Increase



CalWORKs Recipients		
FY March 07	FY January 16	<b>13%</b>
59,672	67,367	Increase



General Relief Recipients		
FY March 07	FY January 16	<b>405%</b>
618	3,121	Increase

