



ELIGIBILITY SERVICES BY THE NUMBERS...

March 2016 (Data Month: February 2016)

PARTICIPANTS

- **CalFresh:** 295,124 recipients, up 0.77% from last year.
 - 141,144 child recipients (0-18), down 1.57% from last year.
 - 22,781 senior recipients (60+), up 14.09% from last year.
- **CalWORKs:** 66,343 recipients, down 8.53% from last year.
 - 50,620 child recipients (0-18), down 8.90% from last year.
 - Welfare-to-Work: 12,098 participants, down 9.63% from last year.
- **CMS:** 67 CMS recipients, down 55.63% from last year.
- **General Relief:** 3,129 recipients, up 15.42% from last year.
- **Medi-Cal:** 746,244 recipients, up 14.60% from last year.
 - 308,392 child recipients (0-18), up 5.33% from last year.

Program	Cases	Recipients	% Change in Recipients		Unduplicated Number of Recipients (Feb 2015 – Feb 2016)
			Previous Month	Previous Year	
CalFresh	143,570	295,124	-0.30%	0.77%	417,837
CalWORKs	26,328	66,343	-1.52%	-8.53%	102,429
CMS	67	67	-15.19%	-55.63%	385
General Relief	3,117	3,129	0.26%	15.42%	9,456
Medi-Cal	403,850	746,244	0.43%	14.60%	901,233
TOTAL	576,932	1,110,907	0.11%	8.97%	

PROCESSING

Applications Registered		
Program	Feb 2016	FYTD
CalFresh	10,140	84,270
CalWORKs	2,713	24,516
CMS	737	6,420
General Relief	1,710	14,338
Medi-Cal	17,428	127,213
Total	32,728	256,757

Recertifications		
Program	Feb 2016	FYTD
CalFresh	8,680	72,773
CalWORKs	1,848	15,452
CMS	27	186
General Relief	87	674
Medi-Cal	11,464	72,360
Total	22,106	161,445

Periodic Reports		
Program	Feb 2016	FYTD
CalFresh	9,183	66,159
CalWORKs	1,469	11,580
General Relief	1,873	15,006
Medi-Cal	289	3,997
Total	12,814	99,742

Documents Imaged	
Feb 2016	FYTD
595,730	4,387,805

ACCESS CUSTOMER SERVICE CENTER

Month	February 2015	February 2016	Change
Total Calls	104,095	110,291	6,196
Answered	62,250	79,893	17,643
Self-Service	27,900	17,451	-10,449
Transferred Out	2,335	2,765	430
Abandoned	9,889	10,182	293
Average Wait Time(min)	15:03	7:12	-7:51

FAMILY RESOURCE CENTER VISITS

Month	February 2016	FYTD
Total Tickets Issued	80,363	552,697

Month	February 2015	February 2016	Change
Average Wait Time (min.)	25.65	21.48	-4.17

Eligibility Applications Average Days to Disposition (February 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

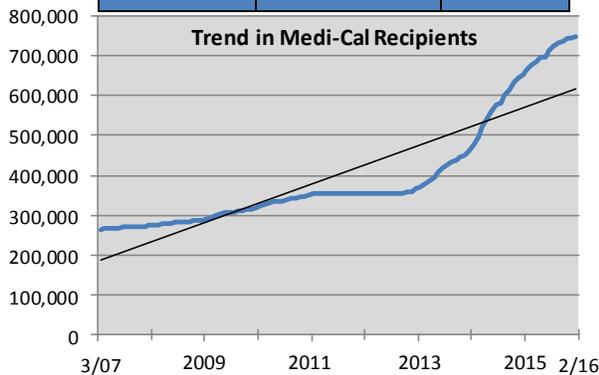
- Regular Applications: State required days to disposition = 45 Days
 - San Diego = 18 Days
- Immediate Need: State required days to disposition = 1 Day
 - San Diego = 1 Day

Medi-Cal

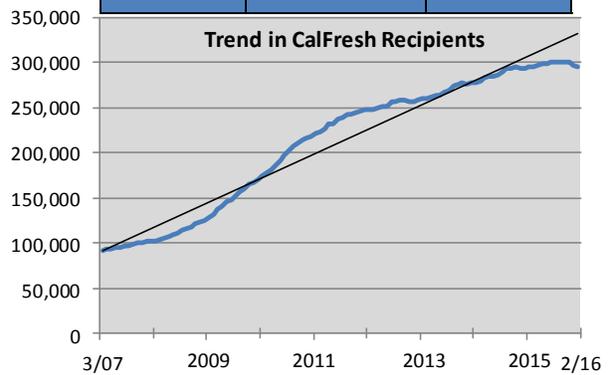
- Regular Applications: State required days to disposition = 45 Days
 - San Diego = 29 Days

Program Recipients Trend

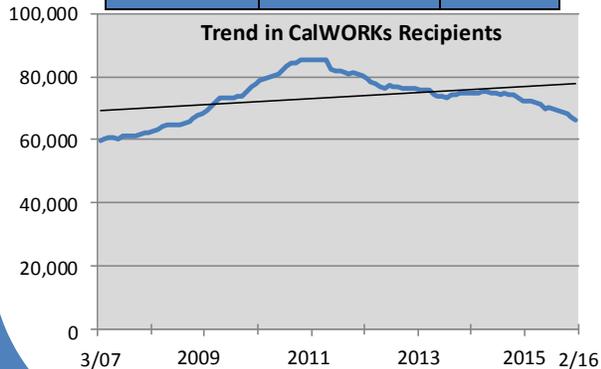
Medi-Cal Recipients		
FY March 07	FY February 16	181%
265,130	746,244	Increase



CalFresh Recipients		
FY March 07	FY February 16	221%
91,939	295,124	Increase



CalWORKs Recipients		
FY March 07	FY February 16	11%
59,672	66,343	Increase



General Relief Recipients		
FY March 07	FY February 16	406%
618	3,129	Increase

